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ABSTRACT

The quality and success of library services to users at the City of Brampton Public Library and Art Gallery, Ontario, Canada, were investigated through a series of questionnaires, statistical data analyses, and comparisons with past use studies of this and other public libraries. The study utilized the operational methodology outlined by Altman in "A Data Gathering and Instructional Manual for Performance Measures in Public Libraries" with substantial refinements and adaptations to the Brampton situation. Data regarding patron characteristics, in-library use of materials, equipment and facilities, circulation, and staff interactions were collected on questionnaires and recorded on data gathering forms. Findings of the spring 1979 self-study provided a basis for comparative analysis with an earlier summer 1978 study and allowed for refinement of data collection techniques and operational methodology. These related to the system only; a more detailed analysis by branch, along with comparison with 1978 findings, yielded further insight into user satisfaction and user activity. Additional comparisons of use studies concerning libraries of comparable size to Brampton, and the present study revealed contrasting patterns of library use. Recommendations are presented in light of these findings, and data tables and questionnaires are appended. (CWM)

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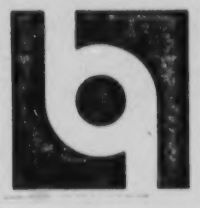

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REPORT ON

THE LIBRARY SERVICES STUDY OF APRIL 10, 1979

AT THE

CITY OF BRAMPTON PUBLIC LIBRARY AND ART GALLERY

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June, 1979

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Abstract

This spring the City of Brampton (Ontario, Canada) Public Library and Art Gallery undertook its third major investigation into library users and services. This most recent pursuit of quantitative knowledge marks a certain attainment of sophistication in the continuing management process of self-study begun on an exploratory basis during the summer of 1977. This sophistication relates not only to the actual findings derived from the self-study process, but also to refinements in the operational methodology which is founded on the Performance Measures approach.

Both the findings from the spring study and the improvements in methodology are the subject of this report. Comparative analyses with earlier studies undertaken at both Brampton and a few other public libraries are also presented. Practical implications and recommendations for the future are outlined. Includes 94 pages of data tables.
(Author)

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I. INTRODUCTION

On Tuesday, April 10, 1979, the City of Brampton Public Library and Art Gallery undertook its third major investigation into library users and services. This most recent pursuit of quantitative knowledge marks a certain attainment of sophistication in the ongoing management process of self-study begun on an exploratory basis during the summer of 1977. This sophistication relates not only to the actual findings derived from the self-study process, but also to its operational methodology as first outlined by De Prospo and colleagues (1973) in Performance Measures for Public Libraries and subsequently in step-by-step detail by Altman and colleagues (1976) in A Data Gathering and Instructional Manual for Performance Measures in Public Libraries.

Both the findings from the study, including selected comparison with earlier ones, and the operational methodology as applied and refined are the subject of this report.

Two points regarding the analysis of past and future studies. Although data from the August 1977 pilot study are included in the tables "Selected Indicators of User Activity from the Spring and Summer Studies," at the end of chapter IV, they have not been discussed in the text of this report, for

several reasons: it was a pilot study; it was held on a Wednesday while the subsequent two studies were both held on Tuesdays; comparative analysis of two studies was complex enough already.

Second, all the graphs in chapters IV and V, with the exception of those in chapter V which are set up by time of day, have been designed for continued use. At least two additional sets of activity indicators can be added to the existing graphs. This will allow for an excellent visual representation of a complete series of seasonal studies conducted over a three-year period, summer 1978, spring 1979, fall 1979, and winter 1980.

The report is organized in the following sequence. A general review of the 1979 spring study is covered by chapter III. Then follows a comparative analysis of the 1978 summer study with it. These relate to the system only.

If a more detailed analysis by branch is desired, that is presented in chapter V. It includes, as well, a comparison with the 1978 findings.

A brief comparison with other library studies is next, and then the chapters on methodology and recommendations for the future.

As you peruse this report, keep in mind the purposes of this and previous studies: to measure quality and success.

II. EXECUTIVE SUMMARY: FINDINGS, EVALUATION, RECOMMENDATIONS

On the spring study day in 1979, almost 2700 people made use of the Brampton Public Library system, at an hourly rate of 75 patrons at the Four Corners Branch and 168 at Chinguacousy. In last summer's study, Four Corners recorded a slightly higher rate while Chinguacousy's was 144 patrons per hour. Thus there was an overall increase in effective user hours from 89 user hours per library hour last summer to 94 this spring.

Effective circulation per user was virtually the same for both study days, around 4.5 items, even though outside borrowing was down this spring by 13 per cent to 4400 items compared to 5100 last summer. The number of borrowers was also down. Thus, while borrowers made up 54 per cent of on-site users in last summer's study, the proportion decreased to 45 per cent this spring.

Conversely, in-library use of materials was a dramatic 50 per cent higher than in last summer's study, representing 1 out of every 4 items used by patrons this year, in contrast to 1 out of 7 items previously. In-library circulation was far more significant in the spring study, and this divergence demonstrates how deficient the out-of-library usage count was that day as an overall indicator, to library management, of the demand for materials.

Looking at total use of materials, fiction was much more popular in the summer study than in the spring one, 2100 items compared to 1250. Exactly the opposite was true of non-fiction use, and paperback popularity declined slightly at the Chinguacousy Branch but increased at Four Corners.

The use of adult materials went up from last summer but juvenile decreased.

A slightly higher proportion of patrons this spring were satisfied with their library materials, 77 per cent versus 73 per cent, but a greater number last summer were apparently seeking such items. Full time students were the least satisfied occupational group, in both periods.

Total requests for information remained relatively constant over the two periods, around 800, but the proportion of subject inquiries more than doubled compared to directional and bibliographical questions. There was also a constant ratio between the two studies in the number of users asking the staff for help, about 1 out of every 4 people.

Of those who requested assistance in the spring study, 80 per cent said they were satisfied with the help received. The staff's perception of how satisfied their clients were with the service rendered appeared to be considerably higher; only 2 per cent of all reference

inquiries could not be answered in the spring study, according to their evaluation. Another facet of staff assistance concerns the frequency with which patrons must wait for service. This increased from last summer's study, when the chances of immediate help were 54 per cent, to 41 per cent in the spring one. The level of public service staffing was slightly lower in the spring period, while administrative utilization of these staff went up by a small fraction.

Overall utilization of seating facilities in the spring study increased by one-third, to 12 per cent. Increases were also recorded in the use of meeting rooms and activity centres for preschoolers, and in the use of microfilm readers which more than tripled this year. More modest gains were registered in the use of on-site 16mm film projectors, public card catalogues and the children's houses. Decreases in utilization were recorded for headphones and photocopiers.

Additional facets of library activity included in the spring study were Art Gallery viewing and library membership. The proportion of Chinguacousy Branch patrons who visited the spring exhibition was fairly similar to the proportion last summer, about 2 out of 5. The proportion of patrons in the system who held library cards was also quite stable over the two periods, just over 7 out of 10 users in both branches.

In conclusion, while the Performance Measures methodology does not provide all the answers, its basic concepts and approach are sound. The library services self-study process extends management's knowledge base, helps it become more certain of what is already believed to be true, and furnishes vast new insights into the complexity and variety of activities occurring in the library. It identifies those services meeting user needs and it documents user satisfaction levels with those services. It indicates library quality and success.

Future developments should include the following:

1. Frequent sampling of materials, equipment, facilities and staff utilization, including information requests, with annual surveying of patrons and materials availability commencing in 1980. An annual budget provision of at least ½ of 1% of the total budget should be provided for this.
2. Implementation of the full-scale study this fall.
3. Devising more and more user-centred criteria for evaluating library services, for example, seating suitability in addition to seating availability.
4. More sophisticated testing of the quality of information service provided on a day-to-day basis, for example, unobtrusive evaluation along the lines of Crowley and Childers' study of reference service accuracy.
5. Monitoring of the very promising Statistics Canada research into library user behaviour, and if possible some kind of active cooperation with them.

A summary of 20 key indicators of library activity and library performance are presented below.

	Summer 1978	Spring 1979
1. Patrons satisfied with materials	73%	77%
2. Patrons satisfied with staff help	92%	80%
3. Reference requests not answered	n/a	2%
4. Probability of immediate staff help	54%	41%
5. Patrons seeking materials/ total users*	86%	64%
6. Patrons seeking staff help/ total users*	28%	31%
7. Effective user hours*	89/lib hr	94/lib hr
8. Total users	2426	2658
9. Effective circulation per user	4.6 items	4.5 items
10. Circulation per borrower	4.2 items	4.0 items
11. Borrowers/ total users*	54%	45%
12. Library card holders/ total users *	74%	71%
13. In-library use/ total circulation	15%	23%
14. Requests per user*	0.3	0.3
15. Reference requests/ total requests	66%	78%
16. Administrative utilization of public service staff	25%	29%
17. Utilization of seating	10%	12%
18. Utilization of meeting rooms	0%	14%
19. Utilization of photocopiers	34%	21%
20. Utilization of public card catalogues	>1%	0.5%

* on site users only

III. FINDINGS FROM THE 1979 SPRING STUDY

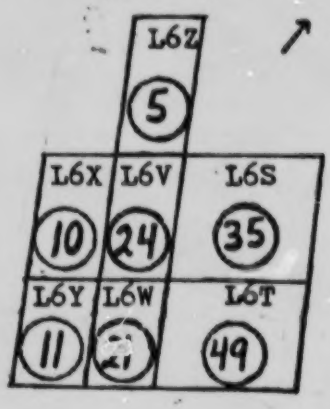
Overall hourly averages for selected indicators of user activity on the spring study day were as follows:

- 224 patrons in person
- 14 telephone inquirers
- 403 items borrowed by 101 patrons
- 121 items used by patrons on site
- 72 patron requests answered by 10 staff
- 34 switchboard calls
- 43 library seats used
- 4 patrons used card catalogues
- 26 patrons visited the Chinguacousy Art Gallery.

Of the 224 patrons in person per hour, they could be described as:

- o 74 users of the Four Corners Branch
- o 150 users of the Chinguacousy Branch
- o 98 males and 118 females
- o 82 students and 16 preschoolers
- o 32 homemakers, 26 professional and technical, 20 clerical, 13 craftsmen and the like
- o 7 senior citizens and retired
- o 1 unemployed

- o 6 part time students
- o 135 patrons stayed 15 minutes or less
- o 89 patrons stayed an average of 51 minutes
- o 73 patrons had used the library the previous week, 69 others within the previous month
- o 11 were first-time users and 24 had used the library at least once in the previous year
- o 35 residents of postal code area L6S, 49 of L6T, 24 of L6V, 21 of L6W, 10 of L6X, 11 of L6Y, and 5 of L6Z.



The table on the following page, "Selected Indicators of Spring Library Activity," highlights peak and low frequencies. It shows that peak activity in almost all areas occurred between 7 p.m. and 8 p.m. On the other hand, the lowest activity was dispersed throughout the study day with some clustering in the morning and early afternoon periods.

SELECTED INDICATORS OF SPRING LIBRARY ACTIVITY

Time	Users on site	Bors	Out circ	In lib circ	Eff circ per user*	Info reqs	Card cat use**	Seat use**	Staff helping users**
10	221	64	266	38	4.4	100***	1	22	12
11	136	52	260	91	5.7	63	0	16	9
12	128	60	252	43	4.5	47	1	20	10
1	164	65	250	60	4.2	34	3	30	4
2	177	80	336	82	4.7	84	3	30	8
3	173	61	224	81	5.2	78	2	42	13
4	218	98	418	102	4.8	81	3	39	11
5	255	108	408	138	4.3	48	7	36	6
6	377	125	478	161	4.2	87	9	66	12
7	473	249	964	229	4.4	90	10	87	17
8	143	141	572	308	6.3	79	5	85	6
Total	2466	1107	4428	1333		791			
Hourly average	224	101	403	121	4.5	72	4	43	10

* Formula = circ/borrower + in lib circ/user

** Hourly random counts on the half hour

*** Including 18 requests between 9 and 10 a.m.

◯ Peak frequency

═══ Low frequency

On the spring study day, almost 2700 people made use of the library system, 2500 in person, 150 by telephone, 55 by teleprinter and a handful by mail. For every 1 hour of library operation, patrons expended collectively a total of 94 hours of their own time using the libraries.

Less than half of them, however, about 1100, borrowed materials for outside use. At the same time, in-library circulation accounted for 25 per cent of all 5800 items used on the study day. Thus, circulation per borrower was 4.0 items while effective circulation per user was 4.5.

Adult materials represented two-thirds of the combined outside and in-library circulation of all adult-juvenile categories. By type of material, 1 out of every 3 items in use was non-fiction. Paperbacks and fiction followed. Other types were relatively little used.

Of the 1600 patrons seeking library materials for use either on- or off-site, 77 per cent said that they were satisfied, 13 per cent dissatisfied and 10 per cent partly.

Although there were almost 2700 patrons of the library system on the spring study day and 1600 of them had sought materials, only 800 asked for staff assistance. Of these, 600 were on-site users. Thus only 1 out of every 4 patrons on the premises consulted the staff for information.

On average, those seeking help made 1 request each. About half of the requests were for subject information, one-quarter for bibliographical information and one-quarter for directional assistance. In addition, support staff recorded 200 contacts with patrons and switchboard staff recorded almost 400 calls.

With respect to bibliographical and subject requests, together defined as reference transactions, the number of sources consulted by staff was 1.4 items per reference request. The most frequently consulted sources were the circulating collection, 400 times, the card catalogue, 300 times, and the reference collection, less than 100 times. Other sources consulted were relatively negligible.

On average, the chances of immediate staff help were 41 per cent. The administrative use of these staff was 29 per cent. There were 10 staff per hour assisting patrons, in the hourly random counts.

The picture of public service staff utilization must look beyond overall averages to peaks and lows in demand. At 7.30 p.m., there were 17 staff assisting patrons with information requests of one kind or another, while at 3.30 p.m. there were 13 and at each of 6.30 p.m. and 10.30 a.m. there were 12. Low demand was registered at 1.30, with 4 staff assisting, and at 5.30 and 8.30 when 6 each were assisting.

On the flip-side of the coin, the busier the staff are helping patrons, the less are a patron's chances of getting immediate service. This is generally speaking true if the availability of staff remains more or less constant over the whole day, which on the spring study day was the case. Thus, the probability that a patron would get immediate help was lowest at 7.30 p.m., about 1 out of 10 chances. The probability was also low at 10.30 a.m., 2 out of 10 chances and at 3.30 p.m., just slightly better. On the other hand, a patron's chances of immediate service were in the range of 60 to 70 per cent at 1.30, 2.30, 5.30 and 8.30. Analysis by department is also suggested.

Administrative utilization of staff did not vary as widely as did the probability of immediate service, ranging from 23 per cent of scheduled staff at 5.30 p.m. and 24 per cent at 1.30 p.m. up to 37 per cent at 3.30 p.m.

Of the 600 on-site patrons asking for staff help, 80 per cent said that they were satisfied, 10 per cent dissatisfied and another 10 per cent partly.

In the hourly random counts of the utilization of library facilities and equipment, about 12 per cent of the available seating was occupied throughout the study day. Meeting rooms were occupied some 14 per cent of the time, the activity centres 9 per cent and the preview room 18 per cent.

The highest utilization was recorded for the microfilm readers, 21 per cent of the time, and photocopiers, the same percentage. The microcard reader was in use 9 cent of the time, the non-circulating 16 mm film projectors 7 per cent of the time, headphones only 1 per cent of the time, and the public card catalogues also only 1 per cent of the time.

With respect to the utilization of facilities and equipment, overall usage factors must be supplemented by the patterns of peak and low activity. For instance, 87 seats of the 348 available were occupied at 7.30 p.m., 85 at 8.30 p.m. and 66 at 6.30 p.m. Low usage was recorded at 11.30 a.m. when only 16 seats were in use, 12.30 p.m. when 20 were in use and at 10.30 a.m. with 22 in use. The meeting rooms were not used at all except in the evening. The preview room was occupied at 10.30 and 5.30.

Headphones were used once at 2.30 and 3 times at 6.30 and 7.30 each. The photocopiers were used more

regularly, once each at 12.30, 2.30 and 7.30 and twice each at 3.30 and 4.30. The same was true of the microfilm readers, with 3 recorded in use at 10.30, and 1 at 1.30, 5.30, 7.30 and 8.30. The microcard reader was used once at 10.30 and the film projectors once each at 10.30, 1.30 and 5.30.

Finally, the public card catalogues were used by 10 patrons at 7.30, 9 at 6.30, 7 at 5.30 and by 3 or less patrons throughout the rest of the library day.

The only types of library equipment that circulated regularly for outside use at the time of the spring study were the cassette playback units for talking books, and projectors and screens for 16 mm films. Three projectors were charged out on the study day, 1 at 3 p.m. and 2 at 8 p.m.

Almost 300 patrons visited the Chinguacousy Branch Art Gallery on the study day to view the exhibition of stained-glass works by James Gillespie. This represented 17 per cent of Chinguacousy patrons. By Branch occupational grouping, proportionately more full time students were Art Gallery viewers, 24 per cent, followed by 20 per cent of the senior citizens and retired and 20 per cent of the professional-technical class. Only 9 per cent and 14 per cent respectively of preschoolers and homemakers visited the Gallery.

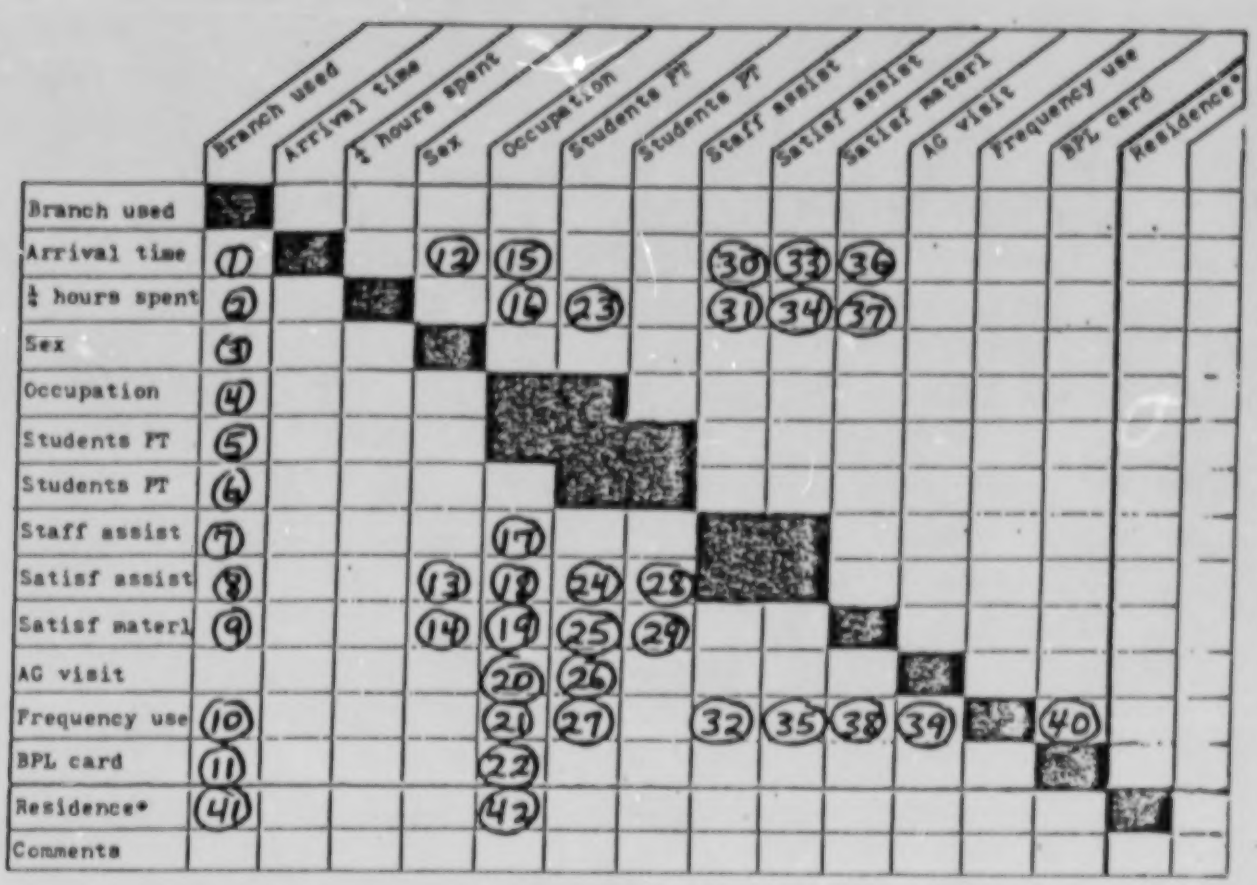
Among full time students at Chinguacousy, grades 7 and 8 were the most interested in the Gallery, 37 per cent of them, while only 13 per cent of the university students had visited it.

The "Matrix of User Characteristics: April 10, 1979" on the following page illustrates the possible theoretical combinations of client groupings and the actual cross-tabulations commanded, 42 in total. A number of basic characteristics--males and females, occupations, student grade levels, part time students, residences--were matched with library interactions such as branch used, arrival times, amount of time spent on the premises, library membership, frequency of library use, and who asked for staff help. Most of these were also matched against patron satisfaction with materials and staff assistance, primary indicators of library performance.

About 55 per cent of known patrons, 1300, were females and 45 per cent, 1100, were males. Their patterns of usage were very similar with regard to arrival times, branch used, and satisfaction with materials and assistance.

Occupations of patrons were: homemakers, 350; professional and technical, 300; clerical, 200; craftsmen, foremen and operatives, almost 150; and unemployed, 10. There were also about 70 senior citizens and retired, just under 200 pre-schoolers, and 900 full time students. Ranked by frequency, user occupational status was: 36 per cent student; 14 per cent homemaker; 12 per cent professional and technical; 9 per cent clerical; 7 per cent preschooler;

MATRIX OF USER CHARACTERISTICS - APRIL 10, 1979



* only 1 cross tabulation per set of (up to) 21 computer reports

6 per cent craftsmen, foremen and operatives; 3 per cent senior citizens and retired; and less than 1 per cent unemployed. Another 12 per cent were unspecified.

There were approximately 115 occupations mentioned by patrons, the most frequent being 60 teachers, 47 office and sales clerks, 36 secretaries, 33 engineers, 26 managers, 19 accountants and auditors, 17 salespersons, 15 mechanics and repairmen, 14 supervisors, 13 nurses, 12 civil servants, 11 machinists, 11 marketing service representatives, 9 policemen, 8 bookkeepers and 8 computer programmers.

Peak arrival times of various occupational groups were from 6 p.m. to 8 p.m. for professional and technical, clerical, craftsmen and the like, and full time students. Early morning users were homemakers, senior citizens and preschoolers; preschoolers also registered a second peak at 2 p.m. Peak and low patterns were as follows:

	Peak arrival	Low arrival
Professional, technical	7pm (17%)	10am (4%), 11am (5%)
Clerical	7pm (24%)	8pm (4%), 10am (5%)
Craftsmen and the like	6pm (18%)	3pm (4%), 11am (5%)
Homemakers	10am (17%)	5pm (2%), 4pm (3%), 8pm (3%)
Seniors and retired	10am (25%)	8pm (3%), 4pm (4%)
Preschoolers	10am (26%), 2pm (22%)	8pm (½%)
Full time students	7pm (25%)	11am (1%), 12pm (2%), 1pm (2%)
Unemployed	10am-4pm only	

As far as the amount of time spent on the premises by different occupational groups, full time students tended to stay the longest followed by preschoolers. In fact, 20 per cent of the students spent an hour or more on site compared to approximately 10 per cent of the other groups. More preschoolers, 45 per cent compared to a range of 20 to 30 per cent of other groups, stayed one-half to one hour.

With regard to known frequency of library use, 5 per cent indicated this was their first visit; this was the case for all occupational groups. Just under half of the senior citizens and retired said they had used library facilities during the previous week while the proportion of weekly users in other groups ranged from 20 per cent of the preschoolers to 38 per cent of the full time students. Overall, one-third of all users were presumably weekly ones.

The proportion of occupational groups indicating at least monthly use, of known frequencies, was as follows:

- 100% of the unemployed
- 80% of professionals and technical, clericals, craftsmen and the like
- 74% of homemakers
- 73% of senior citizens and retired
- 67% of full time students
- 57% of preschoolers.

Overall, about 60 per cent of the users in this spring's study could be presumed to have been at least regular monthly patrons.

With regard to membership, patrons holding library cards were in the range of 71 per cent regardless of occupation, with the exception of preschoolers whose membership rate was understandably much lower, 32 per cent. Excluding preschoolers altogether, membership would have been 75 per cent on the study day.

Of known patrons this spring, 1700 resided in urban Brampton and another 200 in adjacent rural or other urban locations, including 59 in Caledon, 19 in Georgetown and 5 in Norval, 29 in Mississauga and 6 in Oakville, and 17 in Metro Toronto. There were also a scattering of patrons resident in Peterborough, Oshawa, Aurora, Barrie, Markham, Thornhill, Woodbridge, Acton, Milton, Hamilton, Kitchener, New Brunswick and Quebec.

While the vast majority of library users on the study day lived in urban Brampton, this pattern was not representative for at least two important services. First, only 7 out of 10 patrons of the 16 mm film service on the study day were Brampton residents while 19 per cent lived in Mississauga and 12 per cent in Georgetown.

Second, only 76 per cent of Information Brampton's clients on the study day lived in Brampton, while 13 per cent were Mississauga residents.

Within urban Brampton, street addresses producing the most library users were 121-228 Fleetwood Cr. and 18 Knightsbridge Rd., with 12 each, and 15 Eastbourne Dr. and 3 Knightsbridge Rd., with 11 each.

User residential patterns on the spring study day were as follows:

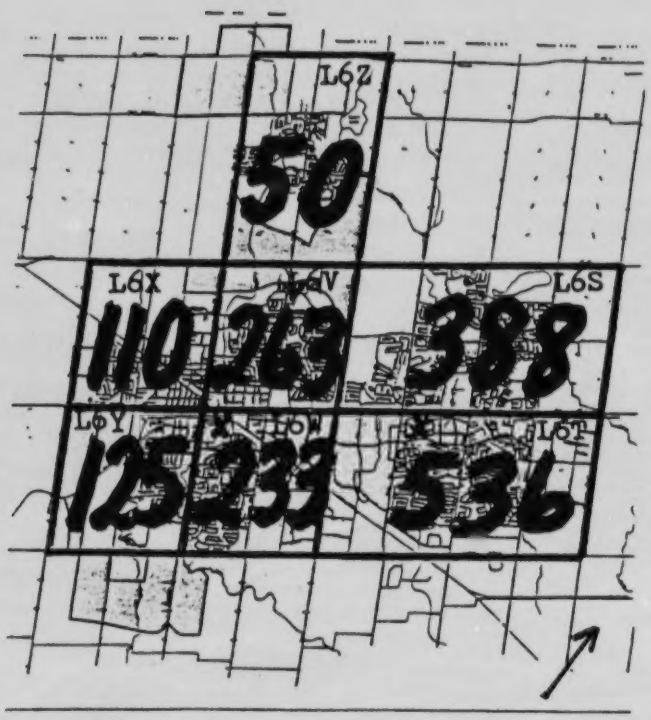
Postal Zone	1978 Population for assessment		Library Users on Spring Studay Day		Users as a % of population
	Number	%	Number	%	
L6S	23,695	20	388	23	1.6%
L6T	32,311	28	536	31	1.7
L6V	20,367	17	263	15	1.3
L6W	17,860	15	233	14	1.3
L6X	9,763	8	110	6	1.1
L6Y	8,938	8	125	7	1.4
L6Z	3,781	3	50	3	1.3
Total	116,715	99	1,705	99	1.5

This table illustrates the proportion of library users on the study day who resided in each of the 7 urban postal zones in the City of Brampton and compares them to the 1978 population as a whole in each area. The highest proportion of library users lived in zone L6T, 1.7 per cent of the population in that zone, followed closely

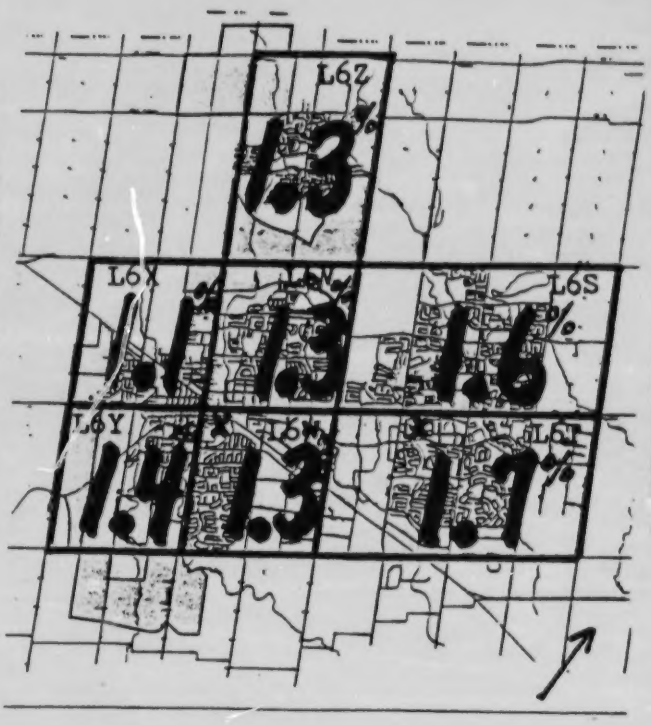
by zone L6S. The lowest incidence of library users lived in zone L6X, 1.1 per cent of the population there. Overall, 1.5 per cent of the total urban population visited the library system on the 1979 spring study day.

The maps below illustrate the distributions just discussed:

Library Users on the 1979 spring study day



Library Users as a % of the 1978 population



Looking at occupational groups by residence, a higher proportion than normal of the professional-technical class lived in zones L6Y and L6Z, in the spring study. There was also a higher proportion than normal of homemakers in these two areas. Library users who were full time students, on the other hand, were under-represented there and no senior citizens at all resided in L6Z. The seniors tended to live in L6V and L6X. The preschoolers showed a slightly lower proportion than normal of residents in L6W and L6X. The clerical and craftsmen groups of patrons were more or less evenly found in all areas of the City, in proportion to their numbers. There is a table "Occupational Groups by Postal Zones" at the end of this chapter which illustrates the distribution. Maps following this page give a visual picture.

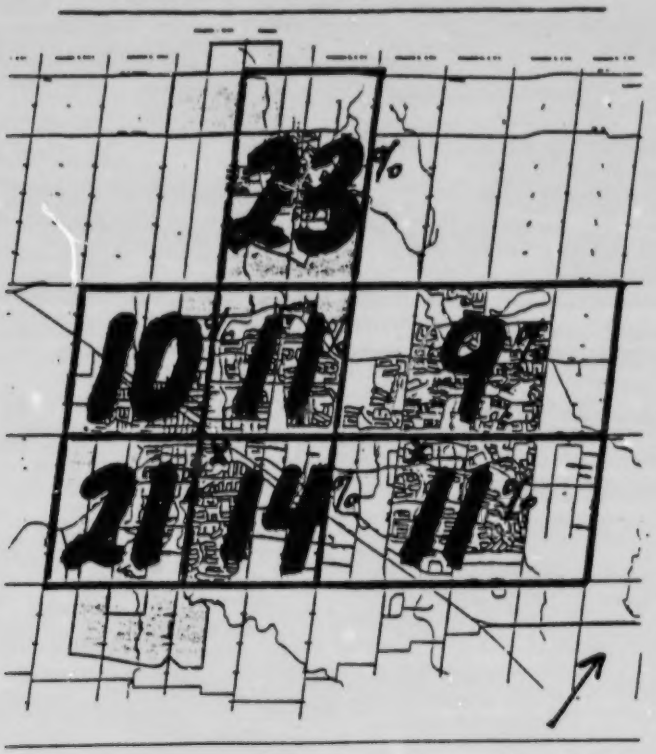
The above cross-tabulations, and others available, suggest areas for practical considerations in library policy, particularly in relation to the question of how popular library service is with various occupational groups and in the different residential areas.

More directly relevant in assessing overall performance are users' ratings of satisfaction with library materials and with library staff assistance.

There were no differences in the levels of satisfaction with materials between males and females, or

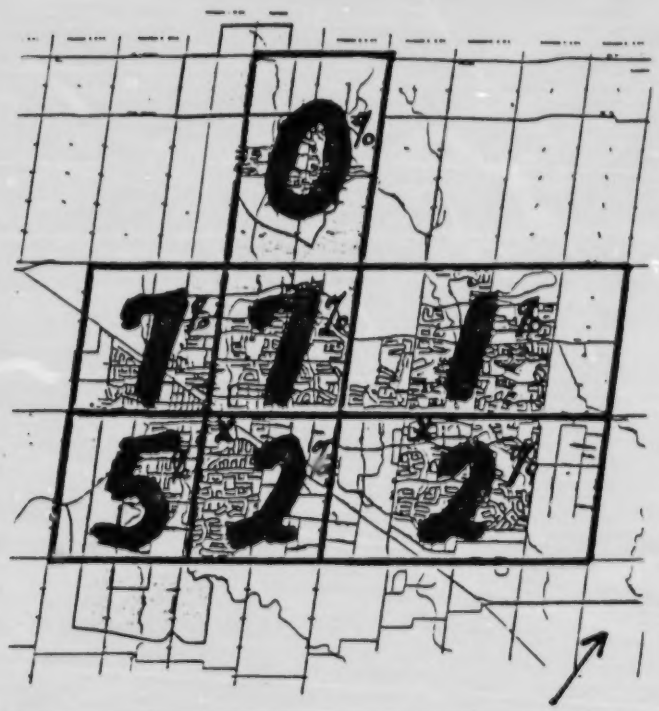
LIBRARY USERS ON THE 1979 SPRING STUDY DAY

Proportion of Professional and Technical residing in each area

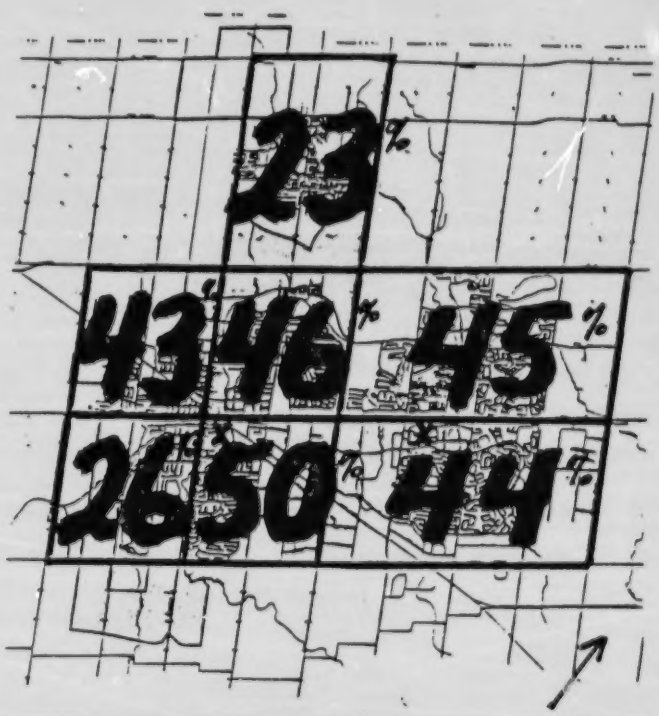


Proportion of Homemakers residing in each area

Proportion of Seniors and Retired residing in each area

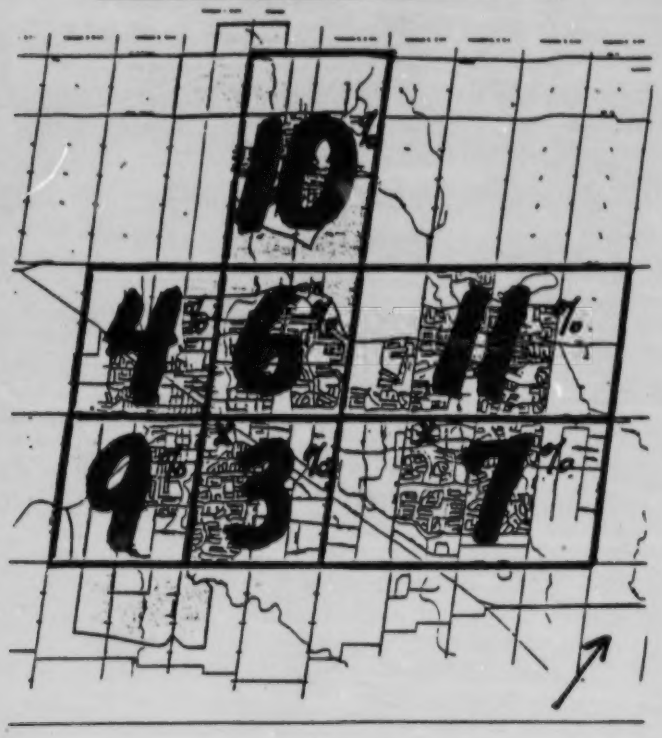


Proportion of Full Time Students residing in each area

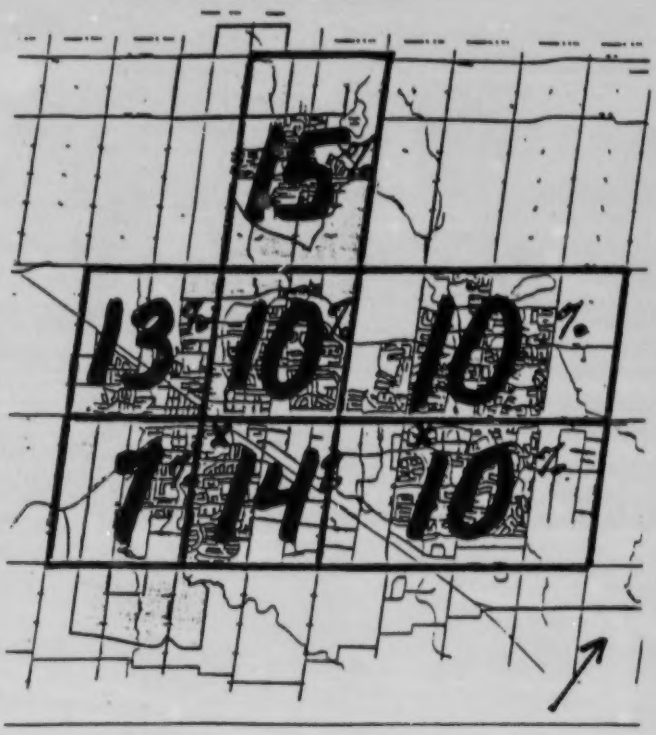


LIBRARY USERS ON THE 1979 SPRING STUDY DAY

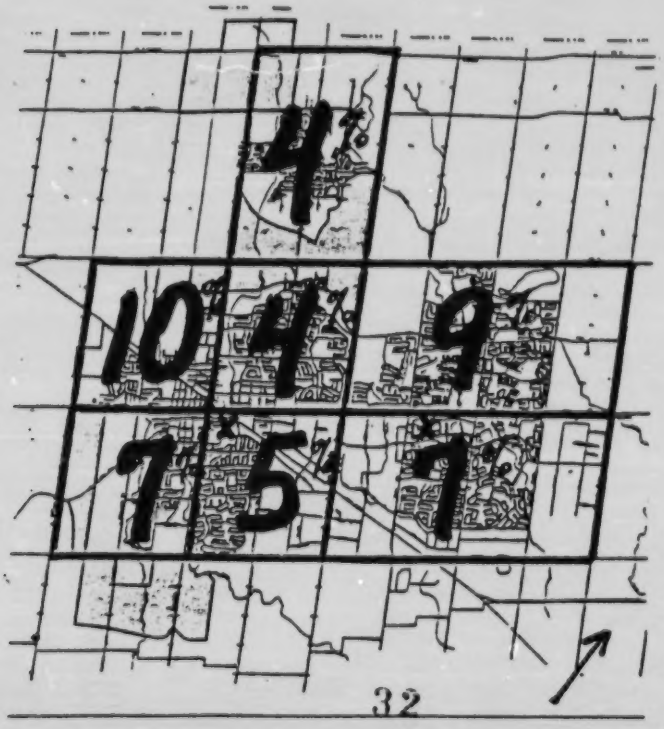
Proportion of Preschoolers residing in each area



Proportion of Clericals residing in each area



Proportion of Craftsmen, Foremen & Operatives residing in each area



between the two branches.

There were some differences registered among occupational groups and particularly among both full time and part time students. Differences were also also identified on the basis of patron arrival times, the amount of time spent on the premises, and frequency of library use.

Only 68 per cent of full time students who sought materials indicated satisfaction with what they had obtained on the study day, while 17 per cent were dissatisfied and 14 per cent partly so. Those senior citizens and retired people looking for materials expressed the greatest satisfaction, 94 per cent, while positive ratings by other occupational groups were in the range of 8 out of 10.

Among full time students seeking materials, only the elementary group (K-grade 6) indicated general satisfaction, 85 per cent of them. High school students were the least satisfied, followed closely by community college students. Four out of 10 such students were either dissatisfied or partly so.

Among part time students, the overall level of satisfaction with materials was similar to that of their full time counterparts, but there were differences on the

basis of grade level: 55 per cent of elementary part time students expressed satisfaction, 40 per cent of those in high school, and 80 per cent of those in community college.

On the basis of arrival time, the most satisfied patrons seeking materials, about 85 per cent, were those who came between 10 a.m. and 11 a.m. and between 1 p.m. and 2 p.m. The least satisfied, 59 per cent, came between 8 p.m. and 9 p.m. followed by 69 per cent satisfied patrons between 3 p.m. and 4 p.m.

The amount of time spent on the premises did not influence the level of satisfaction with the exception of slightly less positive ratings by those who stayed more than 1½ hours.

By frequency of library use, regular patrons expressed greater satisfaction with materials, 76 to 84 per cent, than those who used the library less than monthly, 63 per cent, and those who were first-time users, 71 per cent.

With regard to staff assistance, 25 per cent of on-site patrons requested information on the spring study day. There were no differences on the basis of branch visited, but there were some differences according to occupation, amount of time stayed in the library, and and frequency of use. Patron arrival time was not a

factor in whether or not staff assistance was requested.

Very few senior citizens, 14 per cent, asked for help; the same was also true, understandably, of preschoolers. In contrast, 34 per cent of the full time students indicated that they had sought assistance.

On the basis of time spent on the premises, the longer the patron stayed, the more likely he or she was to request assistance. Thus, while only 17 per cent of those staying less than 15 minutes requested help, 4 out of 10 staying an hour did so and almost 6 out of 10 staying an hour and a half.

By frequency of library use, irregular users, 4 out of 10, tended to ask for help more often than monthly and weekly patrons, followed by first-time users, about one-third.

The level of patron satisfaction with staff assistance did not correspond in all cases to the frequency of requests. While branch used and sex were not factors in satisfaction, occupational status was in the instance of full time students. Thus while 1 out of 3 said they had requested help, only 71 per cent were satisfied with it. By grade level, those in 7 and 8 were the least satisfied, 57 per cent of them, followed by high school students at 69 per cent.

By arrival time, patrons rated staff help the highest in the period 11 a.m. to 2 p.m., with over 9 out of 10 satisfied. Patrons said they were the least

pleased with service between 8 p.m. and 9 p.m. and between 3 p.m. and 4 p.m. when only 65 to 70 per cent gave a positive rating.

With regard to amount of time stayed, while patrons spending more time in the library tended to ask the staff for help, they were less satisfied with what they received. Of those who were there an hour and a half, only 7 out of 10 expressed satisfaction with service. Of those on site for 2 hours, only 50 per cent were satisfied.

By frequency of library use, those who came the least regularly, every 3 to 12 months, rated their staff assistance the most favourably, with 9 out of 10 expressing satisfaction.

OCCUPATIONAL GROUPS BY POSTAL ZONE

	L6S		L6T		L6V		L6W		L6X		L6Y		L6Z		Total	
	No.	P	No.	P	No.	P	No.	P	No.	P	No.	P	No.	P	No.	P
Professional, technical	33	9%	56	11%	28	11%	31	14%	11	10%	26	21%	11	23%	196	12%
Clerical	36	10	49	10	26	10	31	14	14	13	9	7	7	15	172	10
Craftsmen and the like	32	9	38	7	10	4	11	5	11	10	9	7	2	4	113	7
Homemaker	60	16	90	18	36	14	30	13	13	12	28	23	12	25	269	16
Senior citizen, retired	4	1	12	2	19	7	4	2	8	7	6	5	0	0	53	3
Preschooler	41	11	36	7	16	6	6	3	4	4	11	9	5	10	119	7
Full time student	167	45	225	44	118	46	112	50	46	43	32	26	11	23	711	43
Unemployed	1	—	4	—	1	—	0	—	0	—	1	—	0	—	7	—
Total	374	**	510	**	254	**	225	**	107	**	122	**	48	**	1640	**

** = 100%

○ Peak frequency

═══ Low frequency

IV. COMPARATIVE ANALYSIS: THE SPRING AND SUMMER STUDIES

On the spring study day this year, almost 2700 patrons used the library system, some 200 more than last summer. Effective user hours equalled 94 user hours per library hour. On the summer study day in 1978 it was 89 user hours per library hour.

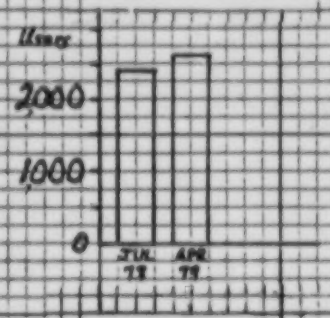
Effective circulation per user was virtually the same for both study days, around 4.5 items, even though outside borrowing was down this spring by 13 per cent to 4400 items, compared to 5100 last summer. The number of borrowers was also down by 100 to 1100. Thus, while borrowers made up 54 per cent of on-site users in last summer's study, the proportion decreased to 45 per cent this spring.

On the other hand, in-library use of materials was a dramatic 50 per cent higher than last year, over 1300 items compared to less than 900 in 1978. Hence, in-library circulation represented 1 out of every 4 uses this year in contrast to 1 out of 7 last.

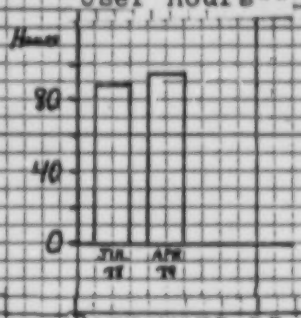
A slightly higher proportion of patrons this spring were satisfied with their library materials, 77 per cent versus 73 per cent, but a greater number last summer were seeking such items, over 1900 patrons compared to 1600. (There may be some question about just how comparable these data are for the studies, because a fourth option for questionnaire respondents was introduced this year to the

SELECTED INDICATORS OF USER ACTIVITY

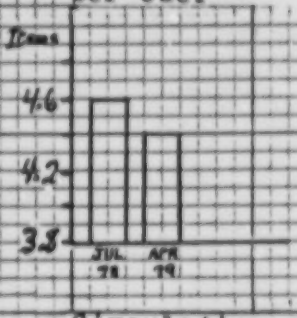
Total Users



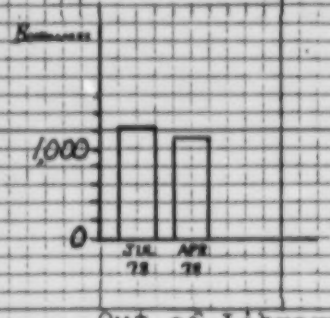
Effective User Hours**



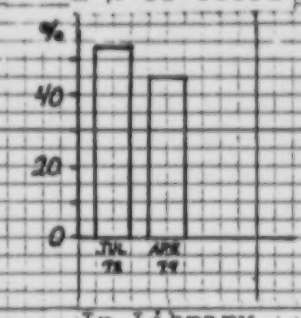
Effective Circulation per User**



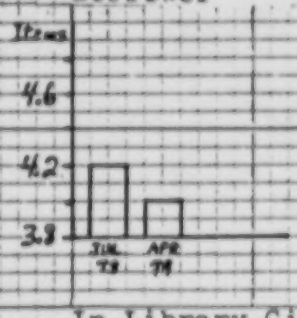
Borrowers



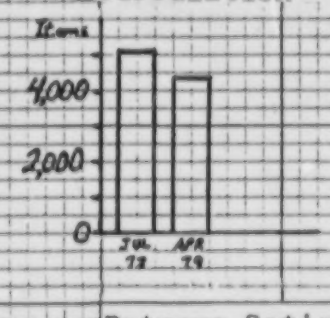
Borrowers as a % of Users



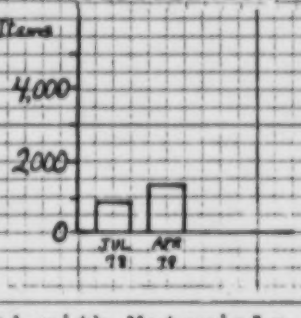
Circulation per Borrower



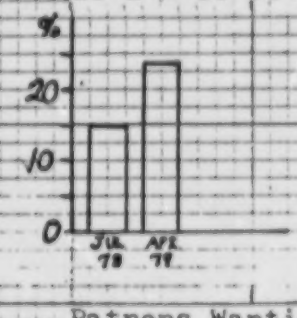
Out of Library Circulation



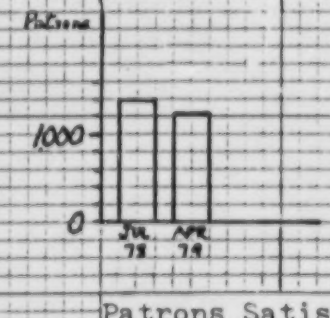
In Library Circulation

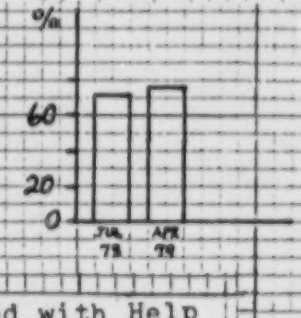


In Library Circulation as a % of Total

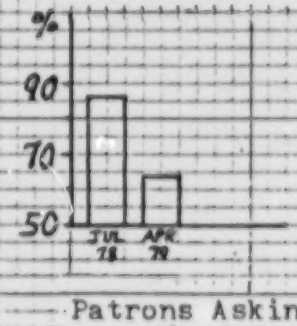


Patrons Satisfied with Materials

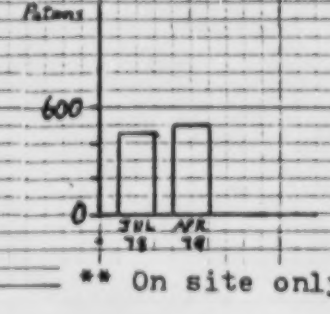


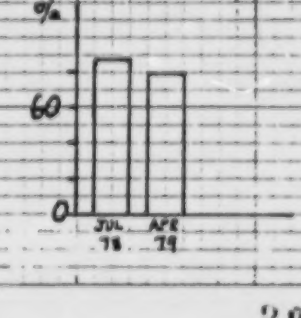


Patrons Wanting Materials as a % of Users**

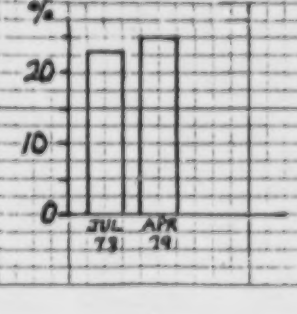


Patrons Satisfied with Help





Patrons Asking for Help as a % of Users**



** On site only

satisfaction with materials category, "Didn't want any." Over 400 patrons, 17 per cent of the total, chose this response. How such patrons answered in previous studies is unknown, since the category had then assumed that all users were seeking library materials. See chapter VII on "Operational Methodology" for further information.)

With regard to the types of materials used by patrons, fiction was much more popular in the summer study than in the spring one, 2100 items compared to 1250. This represented a decrease of 40 per cent. Exactly the opposite was true of non-fiction use, which experienced a 40 per cent increase from under 1400 items to over 1900. Paperback use declined only slightly from the 1978 study, from just over 1600 items to about 1550, a 5 per cent drop. Very large increases in use were recorded for the newspaper collection, from 19 items in 1978 to 104 this year, for the reference collection, from 102 items to 217 respectively, and for the magazine collection, from 171 to 222. The use of records and tapes declined from 203 items last summer to 180 this spring and of film from 135 to 97. The use of french and foreign language materials increased slightly from 85 to 92 items this spring.

The overall use of adult materials went up from 2100 items last summer to 2200 this spring but juvenile materials went down from 1600 to 1200.

These comparisons of spring and summer studies reveal some rather complex and often contrasting patterns of demand for library materials. Generally speaking, while there were more on-site users this spring, fewer borrowed materials. The greatest decreases occurred in the use of juvenile materials and fiction, whether adult or juvenile. In fact, in-library use of fiction also declined steeply. The opposite pattern of use characterized non-fiction, while only a slight dip was recorded in the demand for paperbacks.

With regard to the use of materials on library premises, while outside borrowing dropped, here there was a very sharp increase in volume, principally in the areas of non-fiction, magazines, newspapers and reference. It is apparent that in-library use of materials was far more significant in the spring study than in the earlier summer one; and this shows how deficient the out-of-library circulation count was on the spring study day as an overall indicator, to library management, of the demand for materials.

These comparisons also have potential applications in such areas as selection priorities, weeding, timing of acquisitions, traffic flow and physical layout of materials.

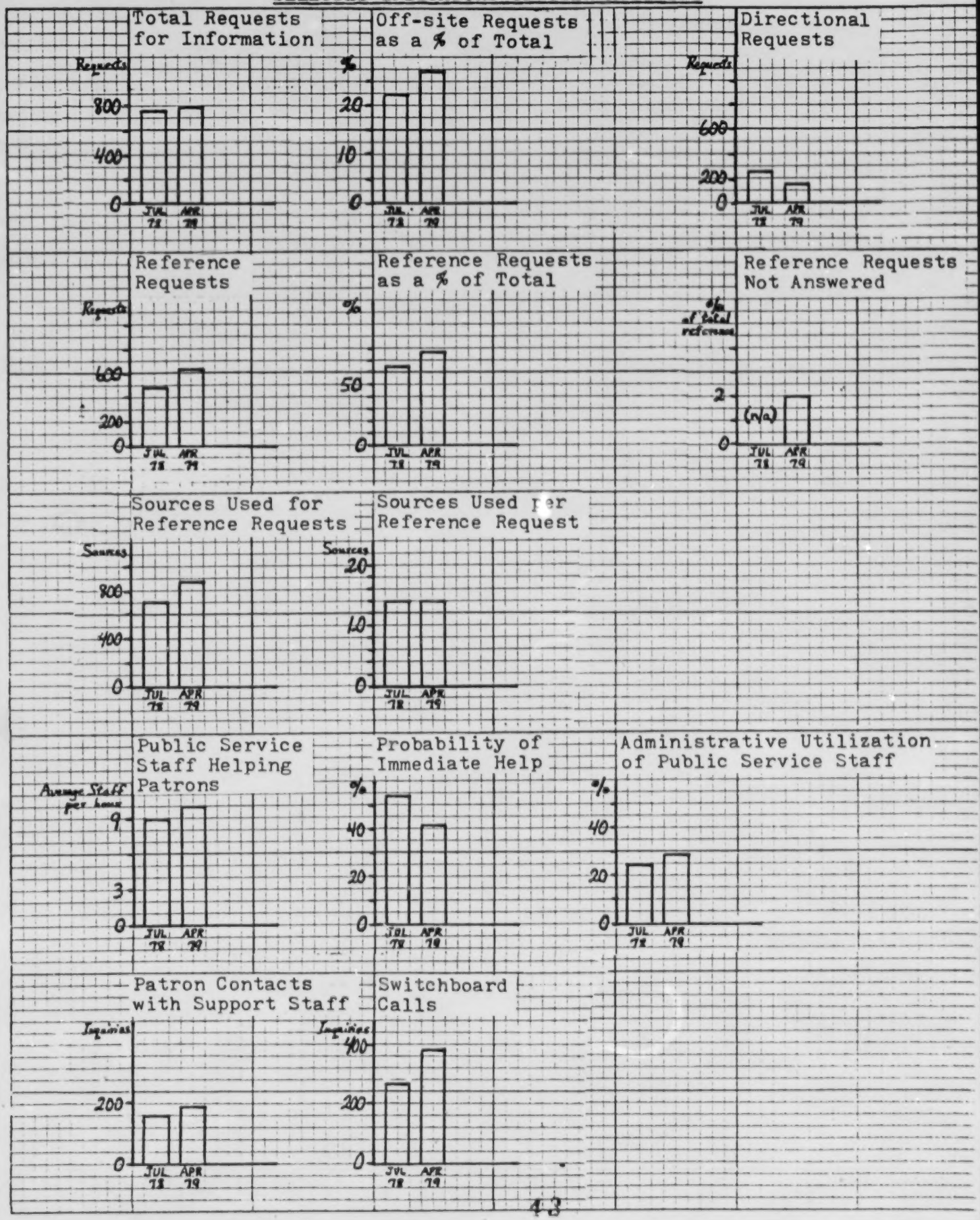
In this spring's study, 800 patrons requested information from public service staff compared to under 700 last summer. By mode of inquiry, teleprinter usage jumped by over 50 per cent, telephone patrons by one-third and on-site patrons by 22 per cent.

Subject requests accounted for the net increase in public service inquiries, more than double the 200 inquiries recorded in the summer. Bibliographical requests declined by over 30 per cent from the 300 recorded in the summer period and there was a similar situation for directional questions.

Although subject requests more than doubled from last summer, there was a much more modest increase in the frequency with which sources were used by public service staff in their responses to these and other reference (bibliographical) inquiries. Consulting the reference collection itself rose by just under 20 per cent, as did card catalogue consultations, and use of the circulating collection increased by slightly less than 50 per cent. The biggest increase occurred in the use of the pamphlet file, 9 times higher.

Overall, however, the number of sources consulted by staff per reference request remained constant at 1.4 items per request for both the spring and summer studies.

SELECTED INDICATORS OF USER ACTIVITY



There was also a constant ratio between the two studies in the proportion of on-site users asking the staff for help, about 1 out of every 4 people. Of those asking, 500 said they were satisfied while over 100 were only partly satisfied or not at all in the spring study. In last summer's study, about the same number said they were satisfied but less than 50 expressed any level of dissatisfaction. Thus the percentage of satisfied inquirers declined from 92 per cent last summer to 80 per cent this spring. (Just how comparable are the responses given in the two studies is debatable, because the wording in the 1978 questionnaire ambiguously allowed patrons to interpret "service" in a global sense rather than in the far narrower meaning intended of "information service by public service staff." The wording in the spring questionnaire was revised in order to eliminate the ambiguity. See chapter VII on "Operational Methodology" for further discussion of this problem.)

It is instructive to note that while patrons themselves rated staff help as something less than satisfactory in 20 per cent of their encounters, the public service staff reported only 13 reference inquiries could not be answered in the spring study. This represents 2 per cent of all reference requests. Similar data are not available for the previous summer study.

Turning to the effect of patron inquiry workloads on the use and availability of public service staff, the chances of immediate assistance declined from 54 per cent in the summer study to 41 per cent in the spring one. This may be accounted for by a combination of differences between the two periods. The level of public service staffing was slightly lower in the spring, 24 employees per hour versus 26 in the summer; the administrative use of these staff increased slightly from 25 per cent to 29 per cent; and staff assisting users increased from 9 per hour on average to 10 in the spring.

These comparisons of patron requests for staff help in relation to staff availability reveal that, in general terms, while there was a modest increase this spring in the volume of inquiries, public service staffing was down slightly and at the same time more of their work day was devoted to administrative activities. Both directional and bibliographical questions declined. Subject inquiries doubled in the spring, but the frequency in staff use of sources did not correspond as might have been expected. In fact, the ratio of sources consulted per reference inquiry remained constant for the two periods.

Further, there was also a constant ratio in the proportion of on-site users who asked for staff help, about 1 out of every 4 people in both studies.

These comparisons give a picture of user-staff interaction and suggest potential practical applications for workload planning, determining levels of expertise required, analyzing the need for visual accessibility such as physical layout and directional signs, assessing the quality of information service in relation to bibliographic sources used, and determining priorities for staff training.

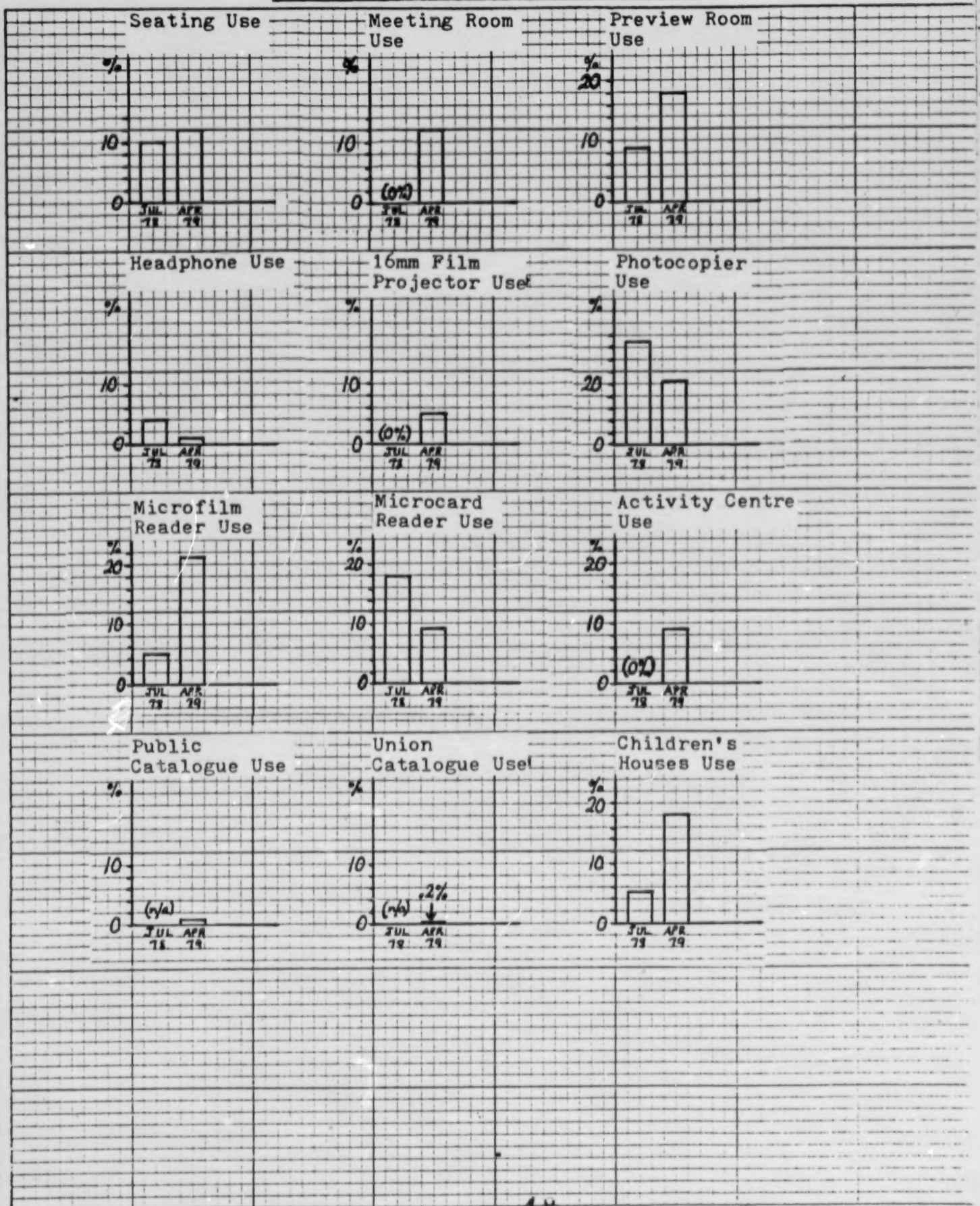
The increases in on-site users and use of materials in the spring study were accompanied by some increased utilization of facilities and equipment. The most important related to seating which increased in use by one-third this spring to almost 500 users, to meeting room and activity centre use which were not occupied at all in the previous summer study, and to microfilm reader use which more than tripled this year. More modest gains were registered in the use of on-site 16 mm film projectors, public card catalogues and the children's houses.

Decreases in utilization were recorded for headphones and photocopiers. In the summer study the photocopiers were in use 34 per cent of the time but in the spring one their use declined to 21 per cent.

Overall utilization of seating in this year's study was 12 per cent. Meeting rooms were utilized 14 per cent of the time and the two activity centres 9 per cent. The preview room registered the highest utilization in terms of both its seating capacity, 7 per cent of the time, and the number of times it was in use, 18 per cent, when compared with the meeting and activity rooms.

These comparisons suggest that overall utilization of equipment and facilities is still relatively low in both the summer and spring periods, although there is some increased demand in the latter, principally of various types of meeting room space and microfilm readers.

SELECTED INDICATORS OF USER ACTIVITY



The practical applications of these comparative data relate to traffic flow patterns, physical arrangement of facilities and equipment, space utilization, budgetary decision-making, and staffing for user assistance with various pieces of equipment such as the microfilm and microcard readers and audio facilities.

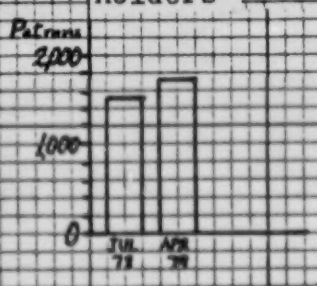
The proportion of Chinguacousy Branch patrons who viewed the Art Gallery exhibitions was fairly stable between the two study periods, around 300 participants. In the 1978 summer study this represented 21 per cent of Chinguacousy patrons and in the 1979 spring one, 17 per cent.

The proportion of patrons who held library membership was also fairly stable over the two periods, just under 1700 in the summer and just under 1800 in the spring, 74 per cent and 71 per cent respectively of all on-site users.

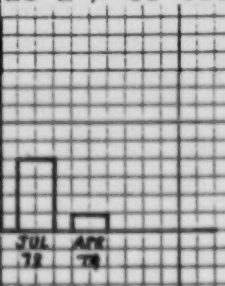
The ratio of males and females remained constant over the two periods, 45 per cent males and 55 per cent females.

SELECTED INDICATORS OF USER ACTIVITY

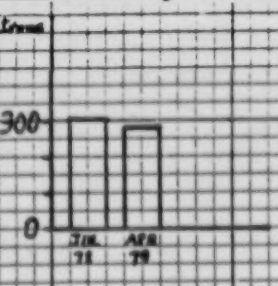
BPL Card Holders



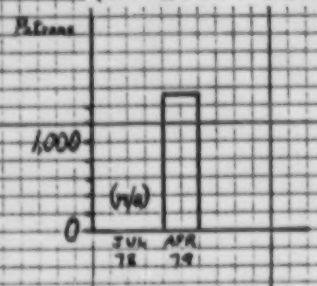
BPL Card Holders as a % of Users**



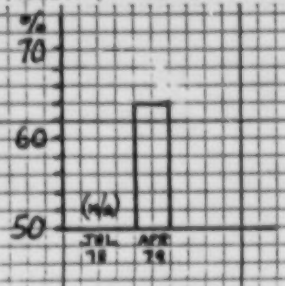
Chinguacousy Art Gallery Viewers



Regular Users** (at least monthly)



Regular Users as a % of Total**



** On site only

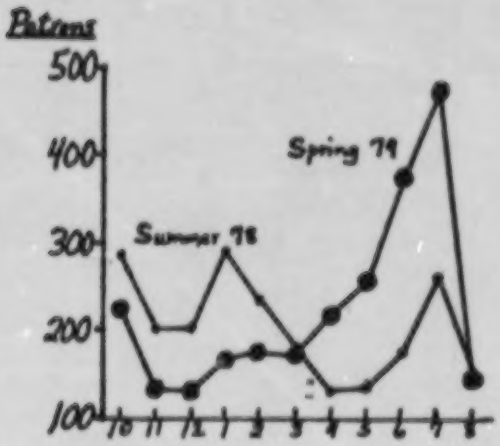
The occupational make-up of library users in the two study periods was generally similar except for an increase of over one-third in homemakers in the spring study. Other groups remained more or less constant in numbers of members.

Among full time students, the spring study recorded a very high proportion of high school students, 44 per cent, compared to elementary and senior public. The proportion of high school students in the summer study was much lower, 29 per cent. Community college students increased from 4 per cent in the summer study to 6 per cent in the spring one, while university students showed the opposite pattern, dropping from 8 per cent in the summer period to 3 per cent in the spring.

The number of part time students also decreased, from 94 in the summer study to 61 this spring.

The patterns of patron arrival times between the two study periods were markedly different. This was primarily attributable to full time students whose peak arrival time in the summer study was 1 p.m. to 2 p.m., while in the spring one it was 7 p.m. to 8 p.m. The peak arrival times of other occupational groups were the same in both periods, generally speaking. The graph on the next page illustrates overall arrival patterns for the two studies.

PATRON ARRIVAL TIMES



The spring pattern was dominated by a strong surge of visits in the early evening hours, as suggested by the change in the behaviour of full time students. The summer pattern was more constant with the exception of a period of very low use in the late afternoon.

With regard to time spent on site, patrons in the summer study tended to stay longer. In the spring period, 29 per cent, some 700 patrons, spent less than 15 minutes on the premises, compared to 20 per cent, 460 patrons, last summer.

A comparison of user residential patterns for the 2 studies reveals an increase in the spring period in the number of patrons living in postal areas L6T, L6X, L6Y and L6Z. A decrease was registered in area L6W of 7 per cent. The other two areas, L6S and L6V, showed minor change from the summer study.

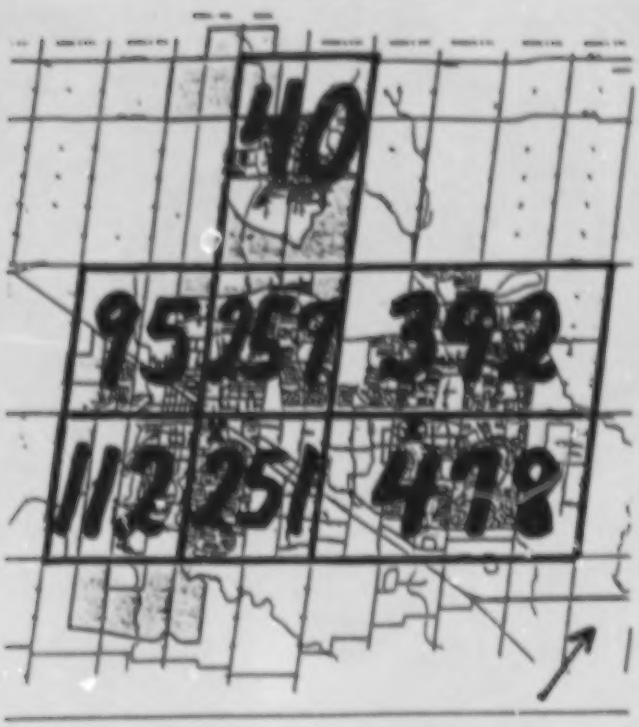
These changes in user residential patterns were also reflected, to a certain degree, in overall changes in the total urban population between 1977 and 1978. The following table illustrates the percentage change for total population and for the library user population on the study days:

	Total Urban Population 1978 compared to 1977	Study Day Library Users* 1979 compared to 1978
L6S	+ 4.0%	- 1.0%
L6T	+ 13.6	+ 12.1
L6V	+ 3.2	+ 2.3
L6W	- 2.7	- 7.2
L6X	+ 5.3	+ 15.8
L6Y	+ 6.0	+ 11.6
L6Z	+170.1	+ 25.0
Total	+ 7.7	+ 4.9

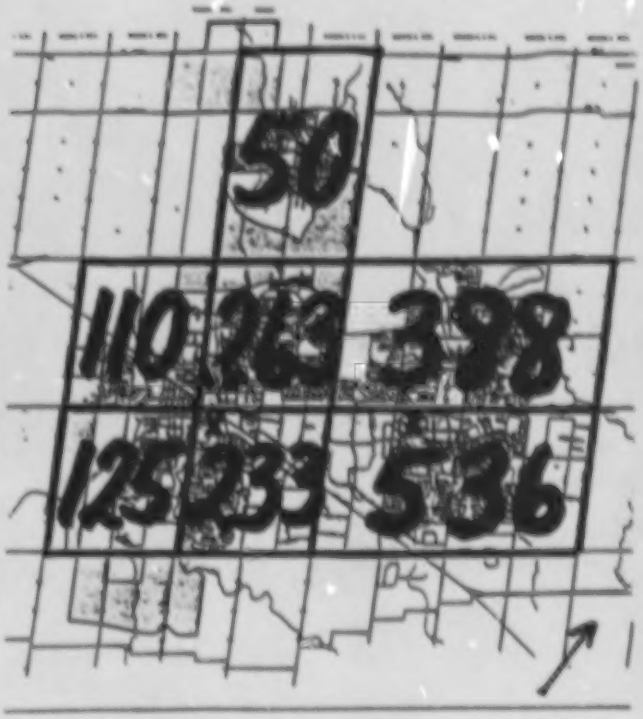
* Known users

The maps on the following page illustrate these comparisons.

Library Users
July 1978 Study



Library Users
April 1979 Study



Changes in User Residence Patterns
1979/1978

Changes in Total Urban Population
1978/1977

Thus, library users as a percentage of total urban population remained relatively constant for the two study periods. Area L6X continued to produce the lowest proportion of library users, 1.1 per cent of the residents of that area in the 1979 spring study compared to 1.0 per cent in the 1978 summer one. Area L6T remained constant at 1.7 per cent of total residents, in both periods, as did area L6V. Areas registering declines of one-tenth of 1 per cent were L6S and L6W. Areas showing increases of this magnitude were L6X and L6Y. Area L6Z declined from 2.9 per cent of the total residents to 1.3 per cent. Overall, however, the library system drew 1.5 per cent of the urban population on both the summer 1978 and the spring 1979 study days.

Summer 1978 Library Users
as a % of 1977 population

Spring 1979 Library Users
as a % of 1978 population

SELECTED INDICATORS OF USER ACTIVITY FROM THE SPRING AND SUMMER STUDIES

	August 1977		July 1978		April 1979	
Total Users**	1880		2426		2658	
Users on site (respondents)	1725		2259		2466	
Non respondents	73	4%	71	3%	147	5%
Effective User Hours*	72/lib hr		89/lib hr		94/lib hr	
Effective Circulation per User*	4.5 items		4.6 items		4.5 items	
Borrowers	930		1212		1107	
Borrowers as a % of Users*	54%		54%		45%	
Circulation per Borrower	4.0 items		4.2 items		4.0 items	
Circulation of Materials						
- Outside	3779		5105		4428	
- In Library	933		889		1333	
- Total	4712		5994		5761	
In Library as a % Total	20%		15%		23%	
Patrons Wanting Materials	1554		1943		1589	
- as a % of Users*	90%		86%		64%	
Patrons Satisfied with Materials						
- yes	1164	75%	1409	73%	1219	77%
- no	259	17	349	18	203	13
- partly	131	8	185	9	167	10
		100%		100%		100%

* On site only

**excluding non respondents

	August 1977		July 1978		April 1979	
Patrons Satisfied with Materials						
Professional, technical	161	77%	183	72%	172	83%
Clerical	125	70	163	77	137	82
Craftsmen and the like	96	76	94	73	94	85
Homemakers	182	83	198	84	217	83
Seniors, retired	33	83	47	75	47	94
Preschoolers	56	77	117	72	92	82
Full time students	468	72	544	67	432	68
Unemployed	9	100	5	56	6	86
Other	34	71	58	69	22	51
Total	1164	75%	1409	73%	1219	77%

Patrons Satisfied with Staff Help						
Professional, technical					70	96%
Clerical					46	90
Craftsmen and the like	not available		not available		34	92
Homemakers					68	91
Seniors, retired					10	91
Preschoolers					18	72
Full time students					238	71
Unemployed					2	100
Other					16	76
Total					502	80%

	August 1977		July 1978		April 1979	
Patrons Wanting Materials						
Professional, technical	209	93%	255	93%	207	71%
Clerical	178	94	213	92	167	77
Craftsmen and the like	126	94	129	91	110	76
Homemakers	219	97	236	91	262	74
Seniors, retired	40	89	63	76	50	70
Preschoolers	73	85	162	88	112	62
Full time students	652	96	792	92	631	70
Unemployed	9	100	9	100	7	70
Other	48	37	84	39	43	14
Total	1554	90%	1943	86%	1589	65%
Patrons Wanting Staff Help						
Professional, technical	63	28%	73	27%	79	27%
Clerical	49	26	55	24	53	24
Craftsmen and the like	39	29	26	18	39	27
Homemakers	64	28	59	23	75	21
Seniors, retired	13	29	21	25	10	14
Preschoolers	16	19	35	19	26	14
Full time students	228	33	238	28	301	34
Unemployed	1	11	2	22	2	20
Other	12	9	18	8	20	7
Total	485	28%	527	23%	605	25%

	August 1977	July 1978	April 1979
Use of Materials (Out & In Library)			
Adult	1446*	2113	2212
Juvenile	913*	1624	1227
Fiction	1590	2092	1250
Non Fiction	1132	1377	1912
Paperback	1315*	1628	1546
Film	129	135	97
Record & Tape		203	180
Pamphlet File	68	16	39
French Language	41	85	22
Foreign Language			70
Magazine	232	171	222
Newspaper	41	19	104
Government Pubn	19	27	13
Large Print	**	25	14
Language Learning	**		2
Microfilm & card	12	20	20
Business/Law	**	19	14
Map	**		7
Telephone Book	7	5	3
Purple Circle	**	16	22
Parents Collection	**	4	
Videotape	5		1
Local History	**	**	5
Reference	113	102	217
Total	4712	5994	5761

* In library data not available

**No data available

	August 1977	July 1978	April 1979
Patrons Asking for Assistance			
- telephone, etc.	155	167	212
- on site	485	503	605*
- total	640	670	817
- as a % of Total Users	34%	28%	31%
On site Patrons Asking for Assistance			
- as a % of on site Users	28%	22%	25%
- satisfied: yes	**	463 92%	502 80%
no	**	16 3	65 10
partly	**	24 5	61 10
		503 100%	628 100%
Total Requests for Assistance	752	752	791*
Requests per User (all users)	0.4	0.3	0.3
Requests per Public Service Staff Member	9/hr	8/hr	7/hr
Mode of Requests			
- on site	597	585	579*
- telephone	78	114	150
- mail	]	17	7
- teleprinter	] 77	36	55
	752	752	791*
Type of Requests			
- directional	274	259	175
- reference	478	493	616
(bibliographical	**	299	205)
(subject	**	194	411)
Patron Contacts with			
- Support Staff	**	180	192
- Switchboard	**	264	379

* The number of patrons who said they asked for assistance exceeds the number of requests recorded by staff. This discrepancy is dealt with in the chapter on Operational Methodology.

** no data available

	August 1977	July 1978	April 1979
Reference as a % of Total Requests	64%	66%	78%
Reference Requests			
- answered	616	698	588
- referred	131	54	97
- follow up needed		23	45
- not answered	5		13
	752	775	743
Reference not answered as a % of reference	1%	**	2%
Sources Used for Reference Requests			
Card Catalogue	234	237	282
Reference Collection	54	68	80
Circulating Collectn	212	265	393
Periodical or Newspaper Index	4	12	12
Periodical or Newspaper	14	31	26
Pamphlet File	10	3	28
Government Pubn			18
Other Library Source	63	63	18
Other Branch/Dept	5	24	22
Other Library (outside BPL)	3		4
Other Organization	6	2	2
Total Sources	605	705	885
- per Reference Request	1.3	1.4	1.4
Public Service Staff			
- assisting patrons	8/hr	9/hr	10/hr
- available to help	14/hr	19/hr	17/hr
- assigned for work	20/hr	26/hr	24/hr
Probability of Immediate Help	44%	54%	41%
Administrative Use of Public Service Staff	33%	25%	29%

** no data available

Utilization of:	August 1977 Users		July 1978 Users		April 1979 Users	
Seating	347	10%	358	10%	473	12%
Meeting rooms						
- seating	137	4%		0%	84	3%
- rooms (uses)	8	18%		0%	6	14%
Activity Centres						
- seating		0%		0%	36	6%
- rooms (uses)		0%		0%	2	9%
Preview Room						
- seating	4	1%	2	1%	20	7%
- room (uses)	3	27%	1	9%	2	18%
Headphones	26	13%	13	4%	7	1%
Photocopiers	14	42%	10	34%	7	21%
Microfilm Readers	7	21%	2	5%	7	21%
Microcard Readers		0%	2	18%	1	9%
16 mm Film Projectors	2	9%		0%	3	7%
Public Card Catalogues	42	0%	39	0%	44	1%
Children's Houses	28	51%	1	5%	6	18%
Chinguacousy Art Gallery Viewers	273		302		288	
- as a % of Branch Patrons	24%		21%		17%	
BPL Card Holders	(not asked)		1673		1763	
- as a % of Users			74%		71%	
- excluding Preschoolers			(not asked)		75%	
Users by sex						
- males	777	49%	975	45%	1075	45%
- females	824	51	1187	55	1298	55

	August 1977		July 1978		April 1979	
Occupations of Users						
Professional, technical	224	13%	274	12%	291	12%
Clerical	190	11	231	10	217	9
Craftsmen, foremen, operatives	134	8	142	6	144	6
Homemaker	226	13	259	11	354	14
Senior citizens, retired	45	3	83	4	72	3
Preschoolers	86	5	184	8	180	7
Full time students	681	39	861	38	897	36
Unemployed	9	1	9		10	
Unknown	130	8	216	10	301	12
Total	1725	100	2259	100	2466	100
Full time Students						
Elementary (K-6)	287	42%	343	37%	245	27%
Senior Pub (7&8)	130	19	199	21	170	19
High School (9-13)	182	27	268	29	392	44
Community College	22	3	37	4	58	6
University	43	6	72	8	28	3
Post graduate	12	2	18	2	5	1
Total	676	100	937	100	898	100
Part time Students	85		94		61	
- as a % of users	5%		4%		2%	
Length of Library Stay						
Less than ¼ hour	259	15%	460	20%	703	29%
¼ hour	674	39	789	35	780	32
½ hour	409	24	495	22	445	18
½ - 1 hour	228	13	366	17	343	14
1 - 2 hours	130	7	132	6	171	7
Over 2 hours	25	1	17	1	24	1
Total	1725	100	2259	100	2466	100

	August 1977		July 1978		April 1979	
Patron Arrival Times						
10	163	9%	284	13%	221	9%
11	161	9	201	9	136	6
12	191	11	206	9	128	5
1	194	11	294	13	164	7
2	231	13	237	10	177	7
3	128	7	180	8	173	7
4	134	8	129	6	218	9
5	72	4	139	6	255	10
6	78	5	175	8	377	15
7	226	13	260	12	473	19
8	147	9	153	7	143	6
Total	1725	100	2259	100	2466	100

Frequency of Library Use			
First time		119	5%
Last week		808	33
2-4 weeks ago	(not asked)	756	31
1-3 months ago		200	8
3-12 months ago		60	2
Unspecified		523	21
Total		2466	100

	August 1977		July 1978		April 1979	
User Residence Patterns (postal zones)						
L6S	274	21%	392	24%	388	23%
L6T	433	34	478	29	536	31
L6V	180	14	257	16	263	15
L6W	201	16	251	15	233	14
L6X	89	7	95	6	110	6
L6Y	111	8	112	7	125	7
L6Z	3		40	3	50	3
Total	1291	100	1625	100	1705	100

Changes in User residence patterns	1978/1977	1979/1978
L6S	+43%	- 1%
L6T	+10	+12
L6V	+43	+ 2
L6W	+25	- 7
L6X	+ 7	+16
L6Y	no change	+12
L6Z	+13 times	+25
Total	+26%	+ 5%

Users as a % of population		(1977 popn base)	(1978 popn base)
L6S		1.7%	1.6%
L6T		1.7	1.7
L6V		1.3	1.3
L6W	(not available)	1.4	1.3
L6X		1.0	1.1
L6Y		1.3	1.4
L6Z		2.9	1.3
Total		1.5	1.5

	July 1978	April 1979
Total Urban Population	(1977 popn base)	(1978 popn base)
L6S	22,776	23,695
L6T	28,452	32,311
L6V	19,729	20,367
L6W	18,349	17,860
L6X	9,276	9,763
L6Y	8,430	8,938
L6Z	1,400	3,781
Total urban	108,412	116,715

Changes in Urban Population	1978/1977
L6S	+ 4.0%
L6T	+ 13.6
L6V	+ 3.2
L6W	- 2.7
L6X	+ 5.3
L6Y	+ 6.0
L6Z	+170.1
Total	+ 7.7

V. COMPARATIVE ANALYSIS: THE TWO BRANCHES

Analysis by library branch of the indicators of user activity and user satisfaction, discussed in the previous chapters, has been deferred until now, on the premise that comparisons by branch were sufficiently important to library management to warrant particular treatment.

While total users at the Chinguacousy Branch increased from the summer study to the spring one by 16 per cent, from 1600 to 1850, the Four Corners Branch experienced a 1 per cent decline, from 838 to 830 users. This was also reflected in the proportion of on-site patrons using each branch. In the summer study, 36 per cent of them went to the Four Corners Branch. In this spring's study, only 33 per cent did.

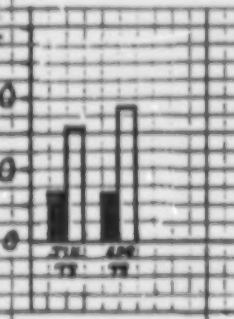
Effective user hours at the Chinguacousy Branch were 59 user hours per library hour in the earlier study, 64 in this one. The ratio at the Four Corners Branch increased from 30 user hours per library hour in the summer period to 31 in the spring.

While total users and effective user hours at the Chinguacousy Branch increased from last summer, effective circulation per user declined from 4.9 items per user to 4.6 Declines as well were recorded in the number of borrowers and in their quantity of borrowing.

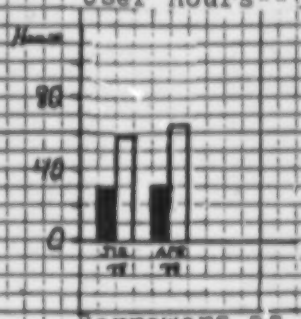
SELECTED INDICATORS OF USER ACTIVITY, BY LIBRARY BRANCH

FC CH

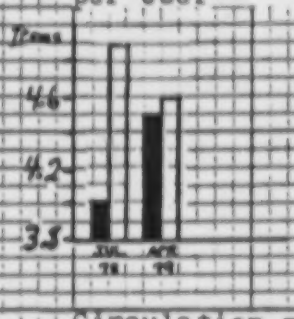
Total Users



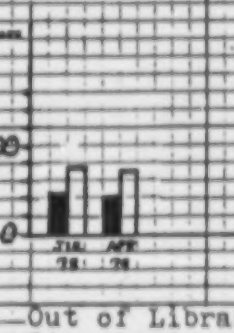
Effective User Hours**



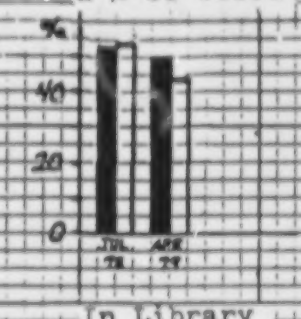
Effective Circulation per User**



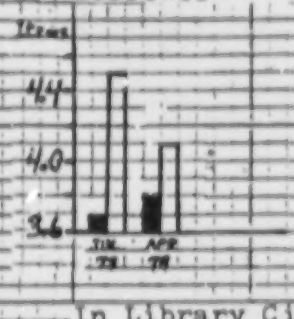
Borrowers



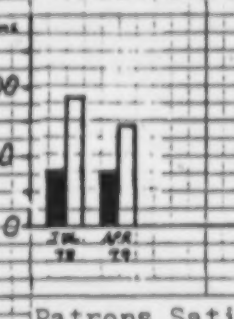
Borrowers as a % of Users



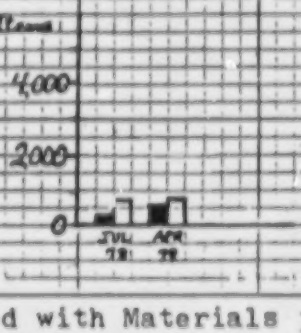
Circulation per Borrower



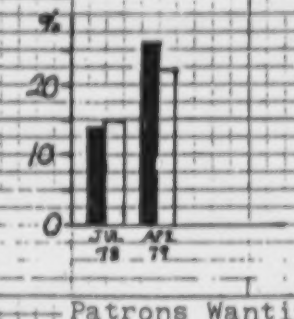
Out of Library Circulation



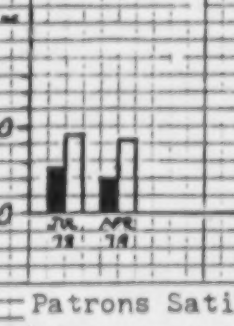
In Library Circulation

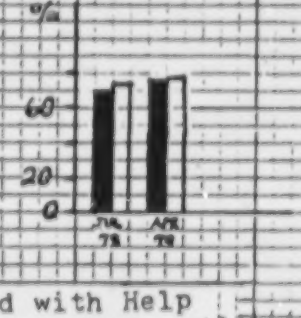


In Library Circulation as a % of Total

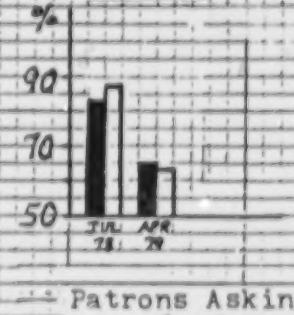


Patrons Satisfied with Materials

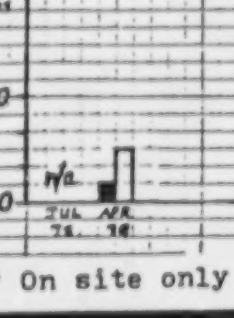


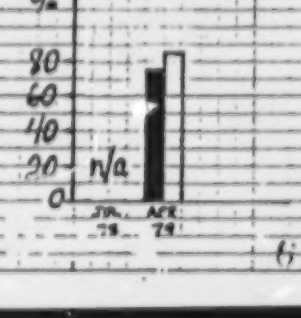


Patrons Wanting Materials as a % of Users**

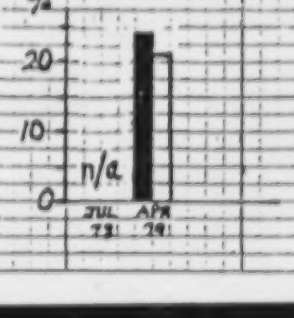


Patrons Satisfied with Help





Patrons Asking for Help as a % of Users**



** On site only

Only in-library use of materials increased. This was also the case at the Four Corners Branch, but there it doubled, compared to the more modest rise of 28 per cent at Chinguacousy. Thus, while Four Corners experienced declines in the number of users, the number of borrowers and the quantity of outside circulation, effective circulation per user increased in the spring to 4.5 items, from 4.0 last summer, because of the sharp increase in the use of materials on the premises.

Overall, there was a slight rise in the proportion of patrons in each branch seeking library materials who expressed satisfaction with what they obtained. At Four Corners, of those wanting materials in the summer study, 70 per cent said they were satisfied compared to 76 per cent this spring. At Chinguacousy, the proportion went from 74 per cent to 77 per cent.

The Four Corners Branch accounted for 35 per cent of total circulation of materials, including both outside and in-library use, in the spring study.

This represented just over 2000 items compared to Chinguacousy's 3700. In the 1978 summer study, Four Corners accounted for 31 per cent of total circulation, some 1800 items compared to Chinguacousy's 4160.

By type of material used, there were some important variations between studies. The following table

shows Four Corner's share of the total demand for items in the 1978 summer study and the 1979 spring one:

		Four Corners Branch			
		Summer Study		Spring Study	
		Items	Share	Items	Share
Adult	Fiction	377	40%	230	45%
	Non fiction	338	33	653	44
	Film	17	28	11	21
	Record & tape	24	16	24	16
Juvenile	Fiction	361	32	200	27
	Non fiction	124	35	166	40
	Film	11	15	7	16
	Record & tape	8	15	9	33
Paperbacks		429	26	510	33
Pamphlet file		1	6	21	54
French language		(no data)		2	9
Foreign language		(no data)		25	36
Magazine		31	18	98	44
Newspapers		6	32	36	53
Government publications		4	15	0	0
Large print		6	24	4	29
Map		0	0	2	29
Telephone book		0	0	1	33
Reference		27	26	50	23
Total		1834	31%	2048	35%

The comparisons on the previous page reveal a number of important changes in Four Corner's share of total circulation between the two periods under study. The paperback demand increased from 26 per cent of total paperback use to 33 per cent in the spring, that is, 400 to 500 items. Four Corner's share of adult fiction use increased from 40 per cent last summer to 45 per cent this spring. There was an even greater percentage increase in the share of adult non-fiction used at Four Corners, from 33 per cent in the summer to 44 per cent this spring. The share of juvenile non-fiction and records and tapes also rose.

Four Corner's share of magazine and newspaper use showed the greatest percentage increases, the former from 18 to 44 per cent and the latter from 32 to 52 per cent of total use.

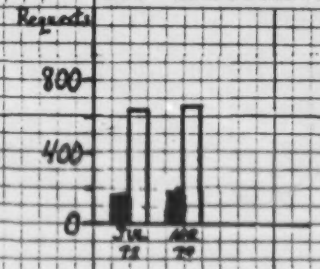
Total requests for information remained relatively constant over the two periods, with about 18 per cent of them continuing to be directed to the Four Corners Branch and 82 per cent to the Chinguacousy Branch. Also, the proportion of reference versus directional requests increased at both branches, from 67 to 71 per cent at Chinguacousy and from 70 to 90 per cent at Four Corners.

Increases were recorded at both branches in the average number per hour of public service staff helping patrons, from 2.7 to 3.1 staff at Four Corners and from

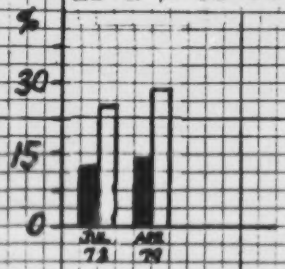
SELECTED INDICATORS OF USER ACTIVITY, BY BRANCH

FC CH

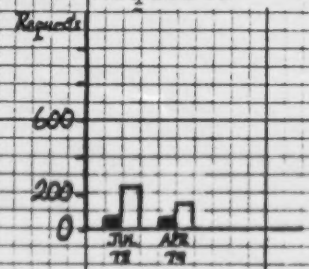
Total Requests for Information



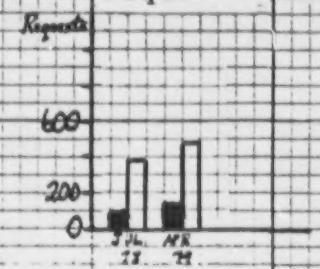
Off-site Requests as a % of Total



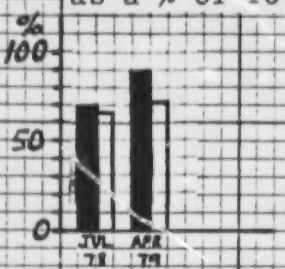
Directional Requests



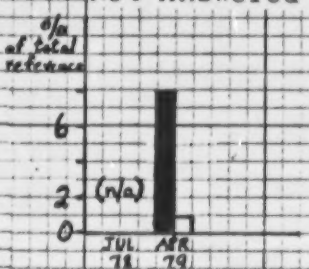
Reference Requests



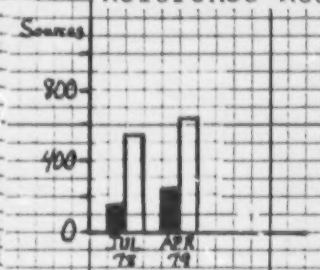
Reference Requests as a % of Total



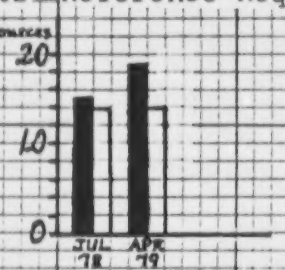
Reference Requests Not Answered



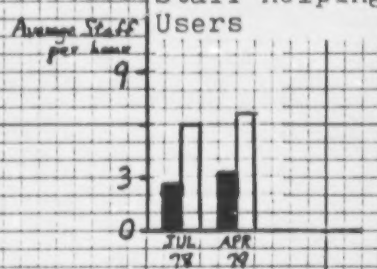
Sources Used for Reference Requests



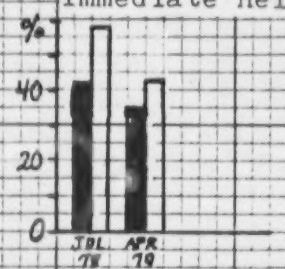
Sources Used per Reference Request



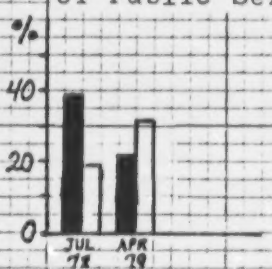
Public Service Staff Helping Users



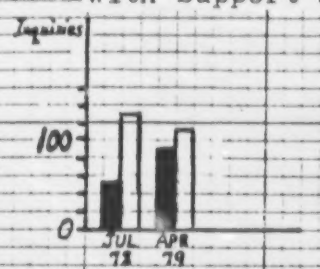
Probability of Immediate Help



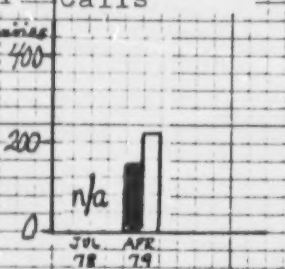
Administrative Utilization of Public Service Staff



Patron Contacts with Support Staff



Switchboard Calls



6.0 to 6.7 staff at Chinguacousy.

At the same time, the chances of immediate staff assistance decreased at both branches, from 42 per cent to 35 per cent at Four Corners and 58 per cent to 44 per cent at Chinguacousy. Administrative utilization of public service staff did not show similar patterns of change between the two branches. At Chinguacousy, only 19 per cent of staff time was devoted to administrative activities in the 1978 summer study, but this increased to 32 per cent in the 1979 spring study. At Four Corners, administrative time decreased from 39 per cent last summer to only 22 per cent this spring.

Patron contacts with support staff increased at Four Corners from about 50 to about 85 while they decreased at Chinguacousy by 20 per cent to just over 100.

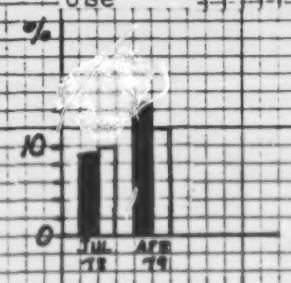
While on-site users decreased at the Four Corners Branch between the summer study day and this spring's, utilization of seating went up from 9 per cent to 14 per cent. The increase at the Chinguacousy Branch was more modest, from 10 to 12 per cent. Meeting rooms had not been used at all on the summer study day but on the spring one they were used 12 per cent of the time at Four Corners and 18 per cent at Chinguacousy.

Headphone use at Chinguacousy decreased from 5 per cent last summer to 1 per cent this spring. At

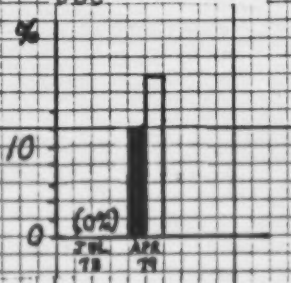
SELECTED INDICATORS OF USER ACTIVITY, BY BRANCH

FC CH

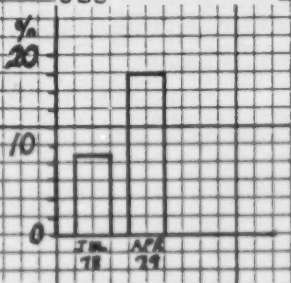
Seating Use



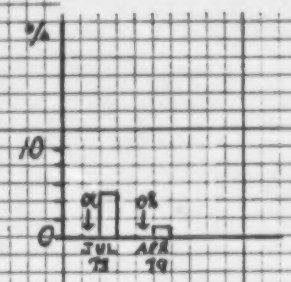
Meeting Room Use



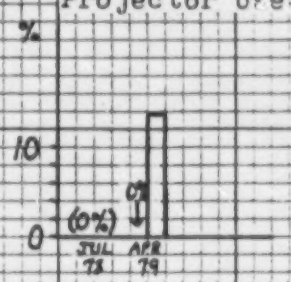
Preview Room Use



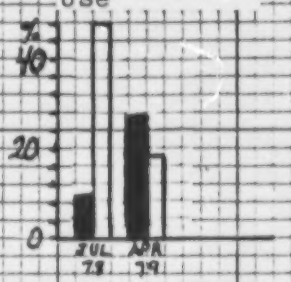
Headphone Use



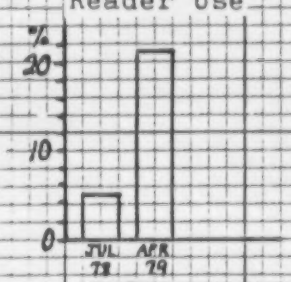
16mm Film Projector Use



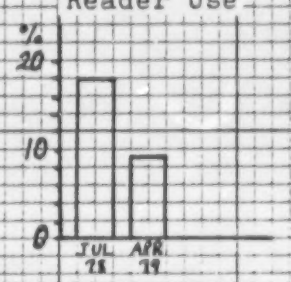
Photocopier Use



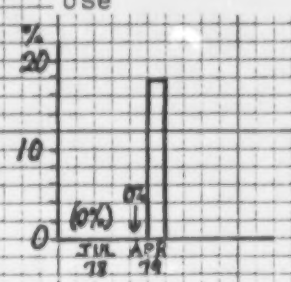
Microfilm Reader Use



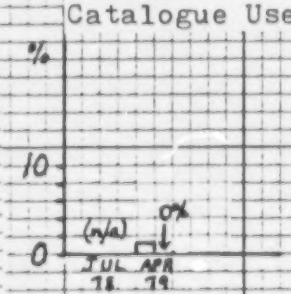
Microcard Reader Use



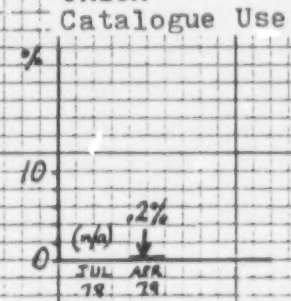
Activity Centre Use



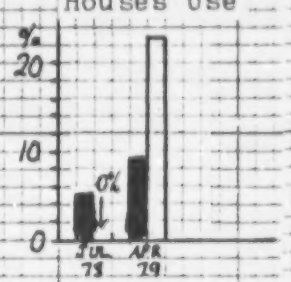
Public Catalogue Use



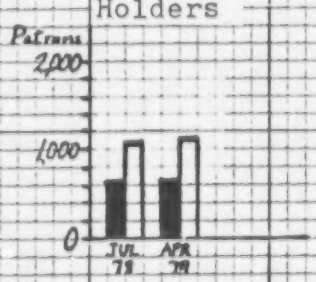
Union Catalogue Use



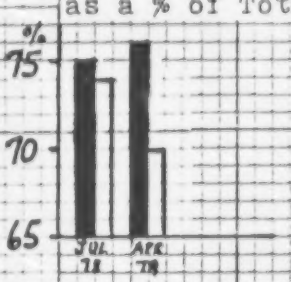
Children's Houses Use



BPL Card Holders



BPL Card Holders as a % of Total**



** On site only

Four Corners, utilization was zero for both studies. The same was true for 16 mm film projectors there. At Chinguacousy, utilization of this equipment improved from zero in the summer study to 14 per cent in the spring one.

Photocopier use showed dissimilar patterns between the two branches. At Four Corners, it increased from 9 per cent to 27 per cent, while at Chinguacousy it dropped from 48 per cent to 18.

Public catalogue use was less than 1 per cent at both branches for the two studies.

Turning to user characteristics, the ratio of males to females remained relatively constant for both branches in the 2 time periods.

By occupation, homemakers at Four Corners increased from 89 to 124 and at Chinguacousy from 170 to 230. Preschoolers decreased at Four Corners from 78 to 39 while at Chinguacousy they increased from just over 100 to 141. Senior citizens and retired registered almost twice as many patrons at Four Corners as at Chinguacousy in the spring study; the contrast was much less in the summer study although there were still more who chose Four Corners, 47 to 36.

The proportions of other occupational groups by branch were fairly constant for the two studies. The table on the following several pages identifies the wide variety of occupations held by library patrons of both branches.

SUMMARY FORM I

OCCUPATIONS OF USERS (on-site)

Occupation	Four Corners	Chinguacousy	System
Accountants and auditors	8	11	19
Actors and actresses			
Advertising agents and salesmen	1		1
Aircraft maintenance		1	1
Airplane pilots and navigators	3	2	5
Ambulance attendant/driver			
Architects	1	1	2
Army personnel		2	2
Artists and art teachers	1	4	5
Assemblers	2		2
Athletes			
Auctioneers			
Authors			
Auto service station and parking attendants		1	1
Babysitters			
Bakers		1	1
Bank tellers	1	3	4
Barbers			
Bartenders			
Blacksmiths			
Boatmen			
Bookbinders		1	1
Bookkeepers	3	5	8
Brakemen, railroad	1		1
Brickmasons, stone masons and tile setters			
Bus drivers		3	3
Businessman		3	3
Buyers			
Cabinetmakers			
Carpenters			
Cartographer			
Cashiers		1	1
Cement and concrete finishers			
Chambermaids			
Charwomen and cleaners			
Checkers, examiners and inspectors, manufacturing	1	5	6
Chemical technologist	1		1
Chemists		3	3
Child care worker	2		2
Chiropractors			
Civil servant	4	8	12
Clerks (office or sales)	19	28	47
Clergymen		3	3
Collectors, (Full and occasional)	2	2	4
College professors			
Compositors and typesetters			

Occupation	Four Corners	Chinquacousy	System
Compounder			
Computer programmers		8	8
Conductors, bus and streetcar			
Conductors, railroad			
Consultants	1	4	5
Cooks		3	3
Correctional services officer	1	1	2
Counsellor		1	1
Counter and fountain workers	1		1
Cranemen, derrick men and hoistmen	1		1
Credit men	2	1	3
Customs raters		1	1
Dancers and dancing teachers			
Decorators and window dressers			
Delivery men			
Demonstrators			
Dental technician			
Dentists			
Designers	1	2	3
Dieticians and nutritionists			
Dispatchers		2	2
Domestic employees (except housewives)	2	2	4
Draftsmen	1	4	5
Dressmakers		2	2
Dyers			
Economist		3	3
Editors			
Elected rep			
Electricians	2	4	6
Electrotypers and stereotypers			
Elevator operators			
Engineers	8	25	33
Engravers			
Estimator			
Excavating, grading and machinery operators			
Executive			
Extrusion operator			
Factory worker			
Farm and home management advisors			
Farm workers	2		2
File clerks			
Fishermen			
Fitter (steel)			
Foremen	2	3	5
Foresters and conservations			
Forgemen and hammermen			
Funeral directors			
Furnacemen			
Furriers			

Occupation	Four Corners	Chinguacousy	System
Garbage workers			
Gardeners			
Gas fitters			
Glaziers			
Graders and porters, agricultural and manufacturing			
Grocery clerk			
Hairdresser		1	1
Health care aide	1		1
Heat treaters, annealers and temperers			
Horticulturist		1	1
Hospital			
Housekeepers			
Inspectors, agricultural and manufacturing	1		1
Instructors	1	1	2
Insurance agents and adjusters	5	4	9
Janitors			
Jewellers, watchmakers			
Journalist			
Keypunch operators	1	4	5
Kitchen workers	1		1
Labourer			
Laundry workers			
Lawyers and judges	1		1
Librarian	1	1	2
Lifeguard			
Linemen and servicemen, telephone,telegraph and power	1	1	2
Lithographer			
Loans officer			
Locomotive engineers and firemen			
Loom operators			
Lumbermen			
Machinists	3	8	11
Managers and superintendents-clerical	4	14	18
Managers-professional	3	5	8
Manufacturing systems specialist			
Marketing executive	1		1
Marketing service rep	2	9	11
Mathematicians			
Meat cutters		1	1
Mechanics and repairmen	4	11	15
Messengers and office boys			
Midwives			
Millers			
Millwrights			
Mine workers			
Mortgage broker			
Motion picture projectionists		1	1
Motormen		1	1
Musicians and music teachers		1	1

Occupation	Four Corners	Chinguacousy	System
Natural scientists			
Newspaper reporter	1	1	2
Nuclear fuelling machines			
Nurses	5	8	13
Office machine operators			
Operations planner			
Optometrists			
Osteopaths			
Packers and wrappers		3	3
Painters	1		1
Personnel and labor relations workers	1	3	4
Pharmacists			
Photographers	1	1	2
Photographic process workers		1	1
Physicians		4	4
Plant operator			
Plumber			
Postal employees			
Power station operators			
Press operator		1	1
Printer			
Protective service workers			
Fireman		3	3
Guards	2	1	3
Policemen	2	7	9
Watchmen	1		1
Public relations and publicity writers			
Purchasing agents		3	3
Radio Operators			
Real estate agents and brokers	1	4	5
Receiver			
Receptionists	2	2	4
Recreation and group workers		1	1
Regional planner			
Religious workers		5	5
Reporters			
Researchers	1		1
Roofer			
Sailors			
Salespersons	3	14	17
Sayers			
Secretaries	11	25	36
Self-employed	1	3	4
Sewers			
Sheet Metal Worker		1	1
Shipping and receiveing clerks	1	3	4
Social scientists			
Social worker	2	1	3
Spinners			
Sports instructors and officials			
Stenographers	1		1
Stock and bond salespersons	1		1

Occupation	Four Corners	Chinquacousy	System
Stock clerks	1	3	4
Storekeepers	1		1
Supervisor-clerical	5	8	13
Supervisor-professional	1		1
Surveyors			
Switchmen			
Systems analysts		6	6
Taxi drivers and chauffeurs		1	1
Teachers	18	42	60
Technicians	4	5	9
Medical and dental		3	3
Electronic	1	4	5
Engineering and physical sciences	2	2	4
Telegraph operators	1		1
Telephone operators			
Therapists			
Ticket, station and express agents	4	3	7
Timekeeper			
Tool and die maker	3	2	5
Transportation			
Traffic analyst			
Travel counsellor		2	2
Truck and tractor drivers and helpers	3	5	8
Typesetter	1	4	5
Typists	2	1	3
Upholsterer			
Urban planner	2	4	6
Ushers			
Veterinarians	1	1	2
Waitresses	1	1	2
Warehousemen	1	1	2
Weavers			
Weigher			
Welders and flame cutters		6	6
Writer		2	2

With regard to full time students, there were declines from the summer study at Chinguacousy and Four Corners in the number of elementary, senior public and university students while high school students at both branches increased this spring. The change at Four Corners was very slight, from 117 to 129 students, but at Chinguacousy it was steep, from about 150 to over 260. The number of community college students increased modestly at both branches.

Part time community college students also increased somewhat at both branches, but overall the number of part time students at all levels decreased in this spring's study at both branches.

By time spent on site, 18 per cent of the Four Corners patrons in the summer study stayed less than 15 minutes. In the spring study it was 24 per cent. At Chinguacousy, 22 per cent, over 300 patrons, stayed less than 15 minutes last summer. This spring it was 31 per cent, over 500 patrons. At the other extreme, the proportion of Four Corners patrons who stayed more than an hour rose from 38, or 5 per cent, last summer to 60, 7 per cent, this spring. At Chinguacousy, the proportion remained constant, 111 patrons in the summer study and 135 in the spring one.

A comparison of user residential patterns for the two study periods shows that the Chinguacousy Branch consistently drew just under 30 per cent of library patrons living west of Heart Lake Road, roughly 200 out of 755 last summer and about 780 this spring.

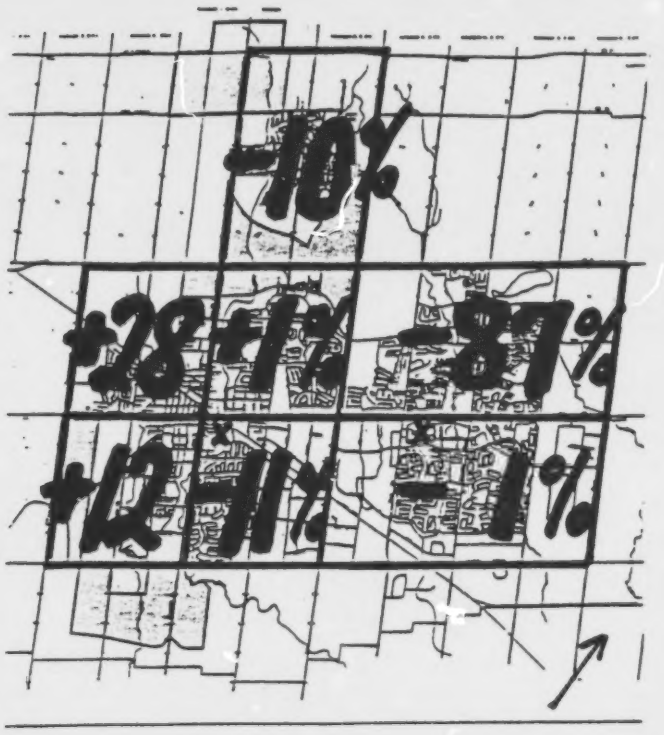
By postal area, the Four Corners Branch drew less patrons in the spring study in zones L6S and L6W but more patrons in zones L6X and L6Y. The Chinguacousy Branch drew less patrons in L6X but more in L6T and L6Z.

The following table shows the changes in patron residential patterns between the two study days:

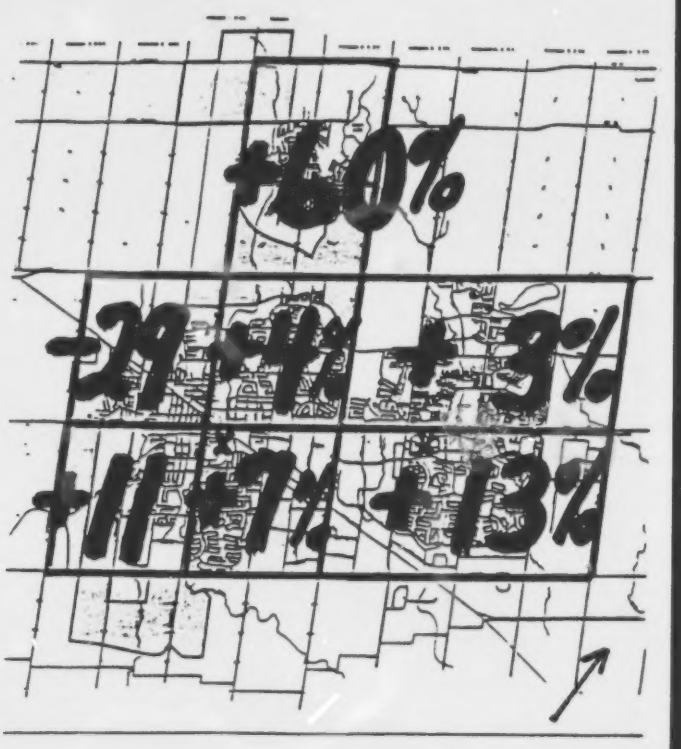
	Four Corners Branch			Chinguacousy Branch		
	1978	1979	1979/1978	1978	1979	1979/1978
L6S	15	2	- 87%	377	386	+ 3%
L6T	10	9	- 1	468	527	+ 13
L6V	161	163	+ 1	96	100	+ 4
L6W	196	174	- 11	55	59	+ 7
L6X	74	95	+ 28	21	15	- 29
L6Y	94	105	+ 12	18	20	+ 11
L6Z	20	18	- 10	20	32	+ 60
Total	570	566	- 1%	1055	1139	+ 8%

The maps on the next page illustrate the changes between the 2 studies, by branch.

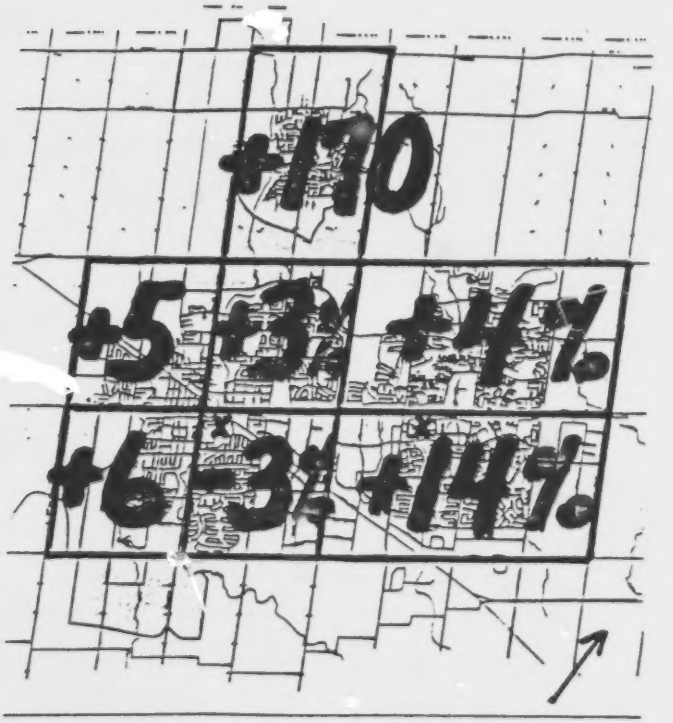
Four Corners Branch Patrons
1979/1978



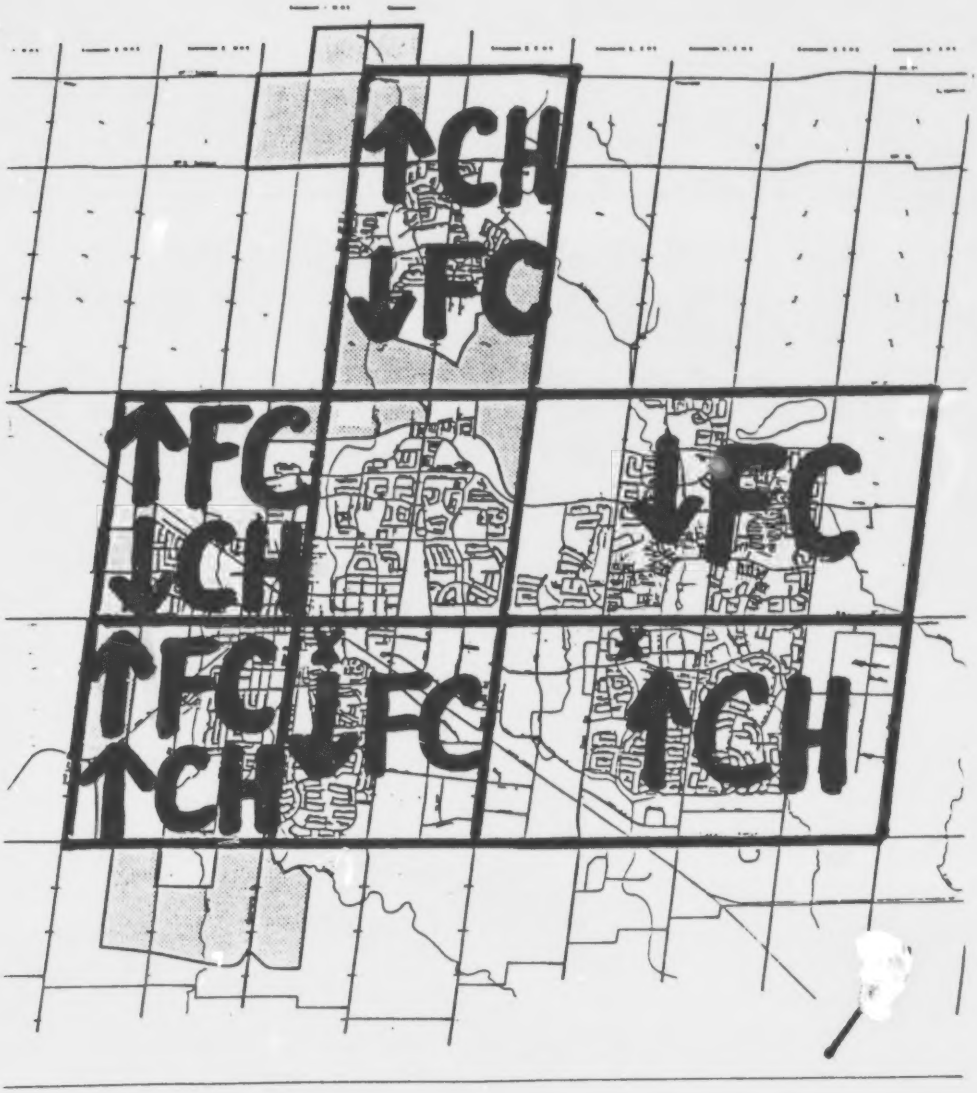
Chinguacousy Branch Patrons
1979/1978



Total Urban Population
1978/1977



The map below summarizes in broad visual terms the net change in each postal area, the 1979 spring study day compared to the 1978 summer one.



Branch Visited by Most Urban Residents
(spring 1979)

Postal Code (6 digits)	Street Location	Four Corners	Chinguacousy	System
1) L6V 1A1	R.R.#2, Brampton	7	6	13
2) L6T 2E6	121-228 Fleetwood Cr.	-	12	12
3) L6T 3X5	18 Knightsbridge Rd.	-	12	12
4) L6T 3L9	15 Eastbourne Dr.	-	11	11
5) L6T 3X3	3 Knightsbridge Rd.	-	11	11

Turning to non-resident users in the spring study, a total of 59 patrons from Caledon used the Brampton library system. Three-quarters of them, 44, went to Chinguacousy.

There were 29 residents from Mississauga, over 80 per cent of whom went to Chinguacousy.

Nineteen Georgetown residents and 5 Norval residents used the Brampton system, of whom 60 per cent and 33 per cent, respectively, chose the Chinguacousy Branch.

Overall, of known non-resident users, just over 200 visited the Brampton libraries on the spring study day. Approximately 7 out of 10 went to Chinguacousy, 3 out of 10 to Four Corners.

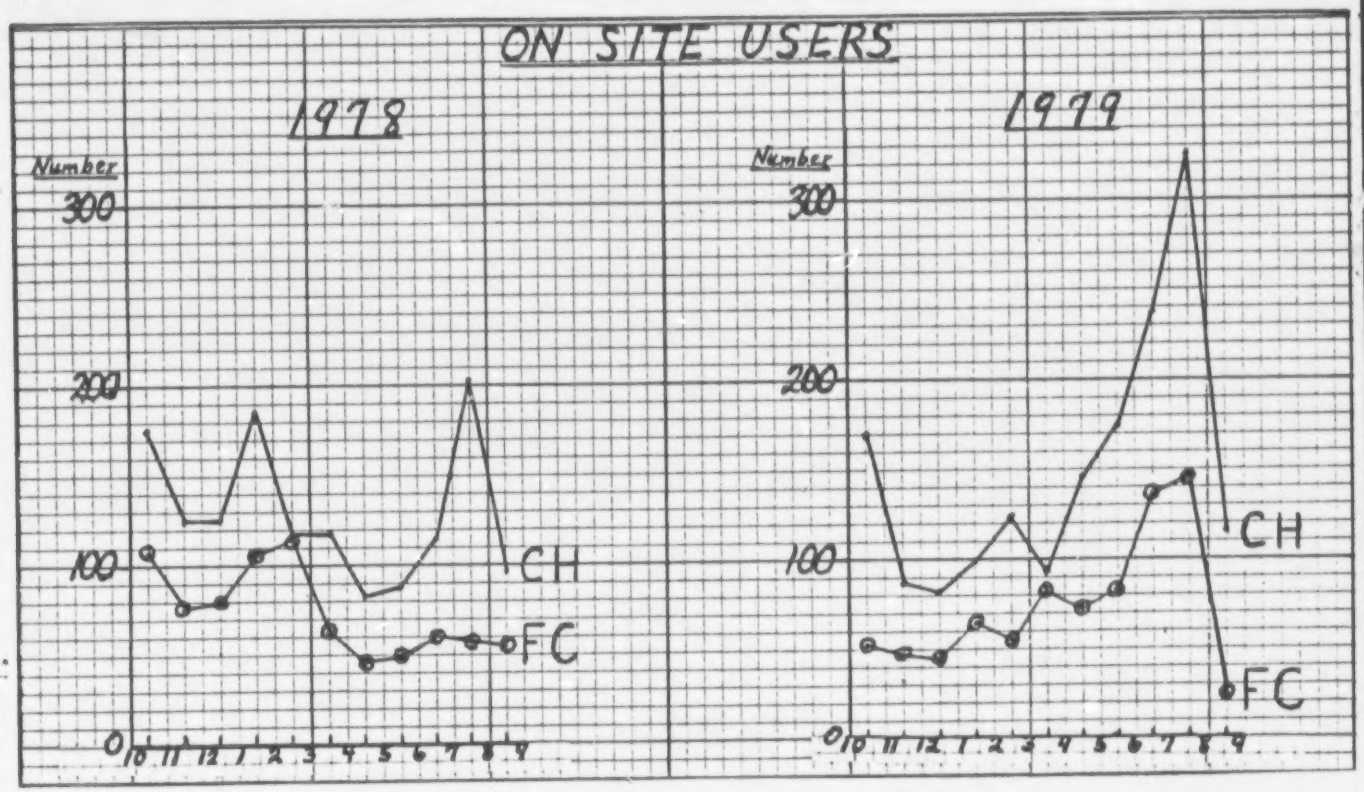
NON-RESIDENT USERS, BY BRANCH VISITED: SUMMARY FORM I

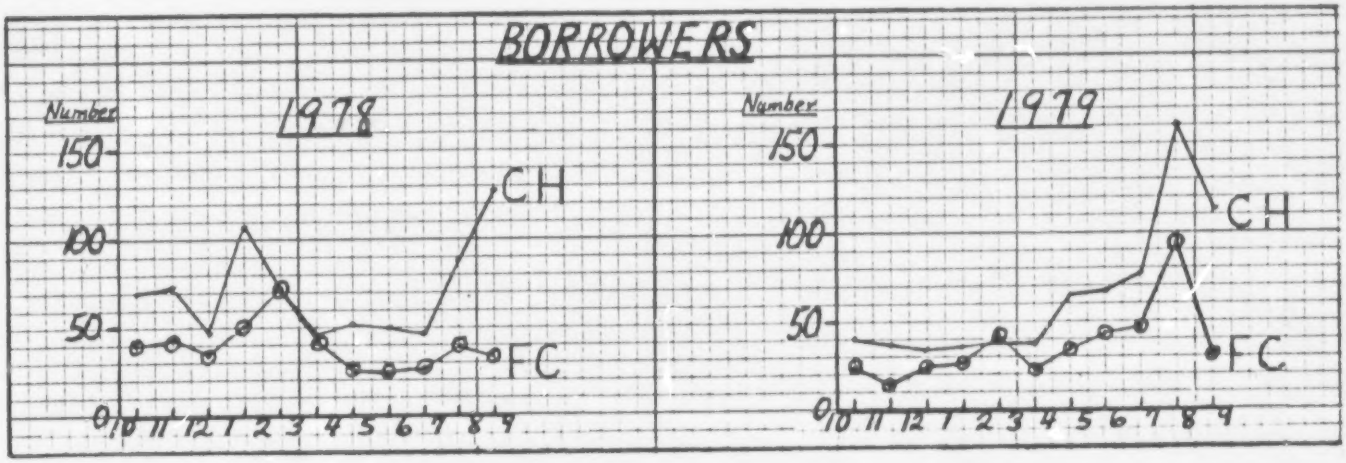
Municipality	Four Corners	Chinguacousy	System Total
Caledon			
- Albion	-	-	-
- Bolton	-	5	5
- Caledon East	1	13	14
- Inglewood	4	12	16
- Palgrave	-	1	1
- Belfountain	5	1	6
- Caledon Village	2	7	9
- Grand Valley	1	1	2
- Cheltenham	2	4	6
- Total	15	44	59
Mississauga			
- Malton		6	6
- Mississauga	3	10	13
- Clarkson	-	5	5
- Streetsville	2	3	5
- Total	5	24	29
Georgetown	7	12	19
Norval	3	2	5
Oakville	3	3	6
Metro Toronto	3	14	17
Other	23	56	79
TOTAL	59	155	214

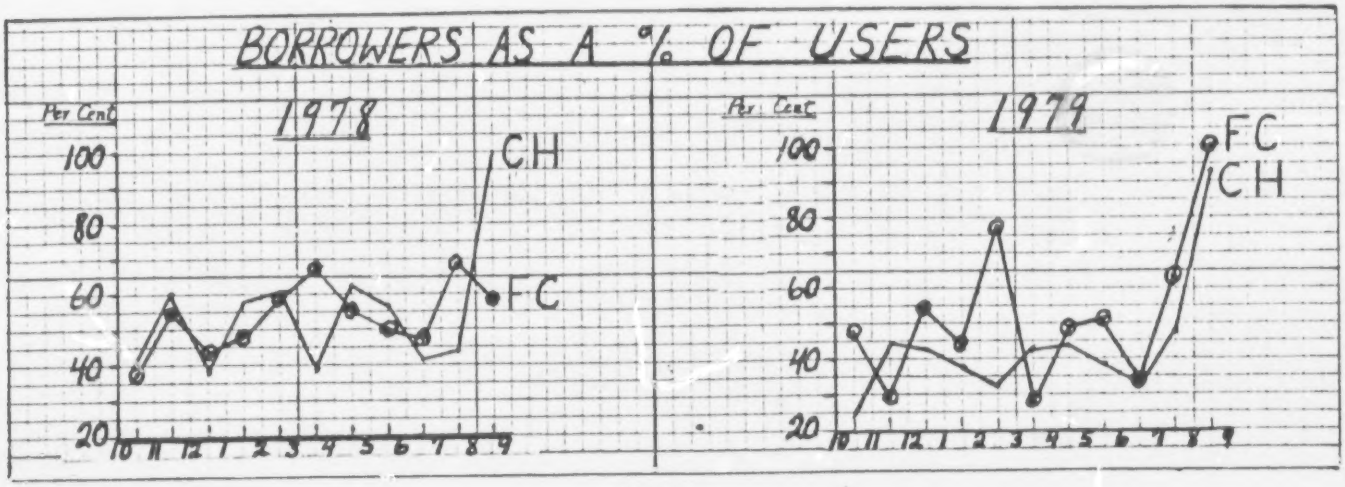
The graphs on the following several pages show 1978 summer and 1979 spring study day patterns of selected user activities, by time of day, by branch. Comparisons show that outside circulation at Four Corners tended to fall off in the evening in both study periods, but there was a much sharper surge of activity in terms of patron arrivals and borrowing between 7 p.m. and 8 p.m. in the spring. Also, in-library use of materials at both branches continued to rise right up to closing time, in contrast to the relatively uniform pattern which characterized both branches in the summer study.

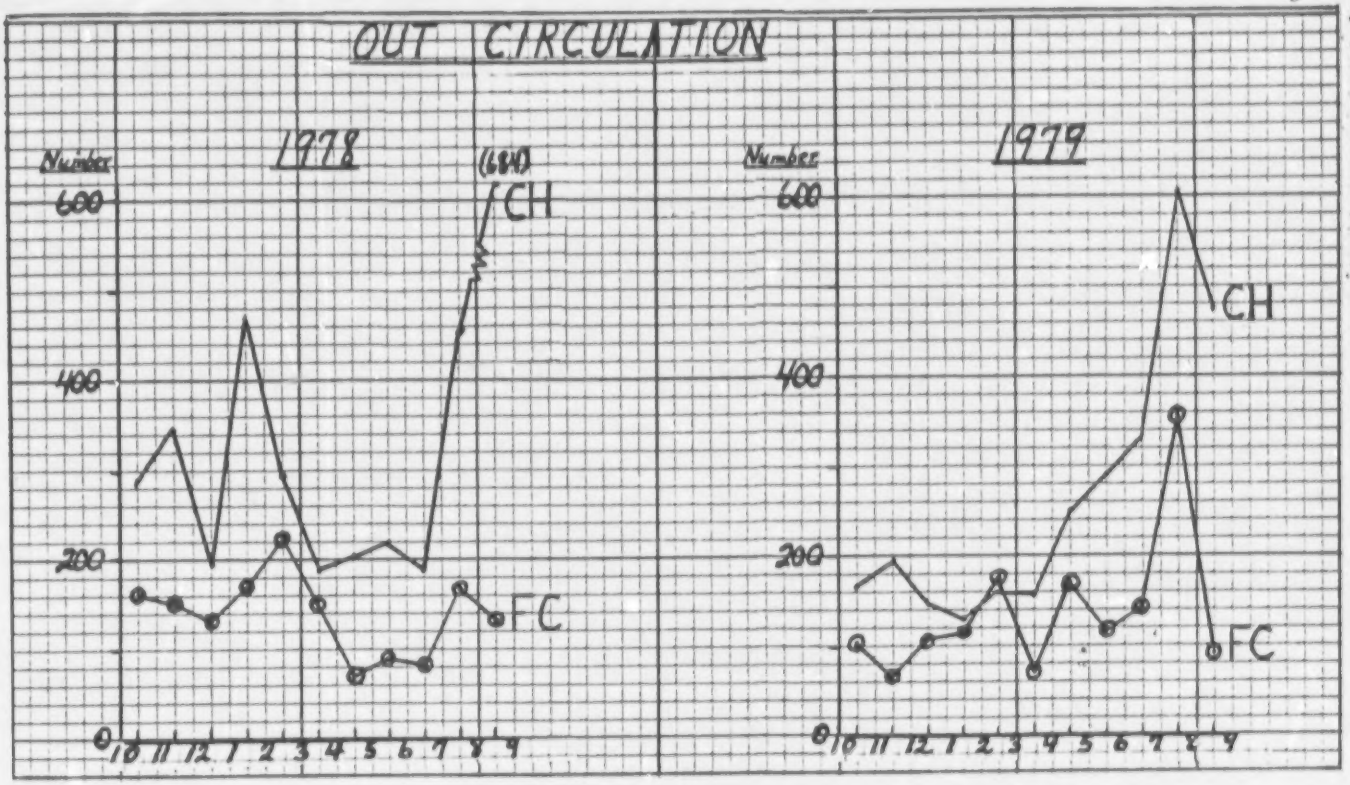
Patron requests for information stayed at a higher level throughout the day at Chinguacousy in the spring study, while the pattern at Four Corners was fairly similar to the summer one, with a slight increase between 6 p.m. and 7 p.m.

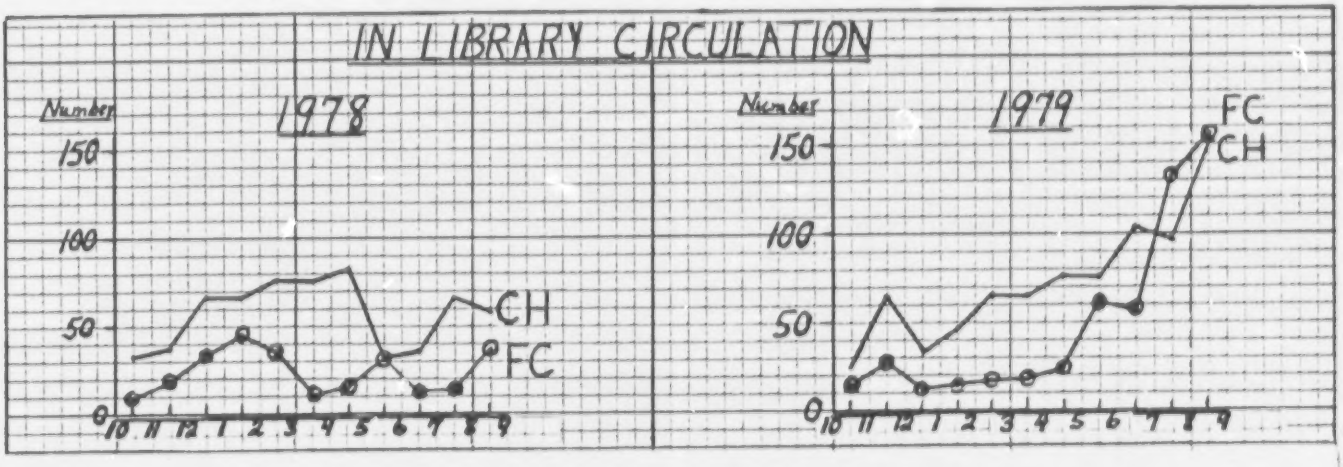
Public service staff assisting patrons showed a much less uniform pattern at both branches in the spring study compared to the earlier one. As well, the probability of immediate staff help was much more uneven this spring, ranging from 0 to 80 per cent at Four Corners and 14 to 78 per cent at Chinguacousy. These data should be analyzed by individual department as well, to get a more detailed perspective on staffing and patron service relationships.

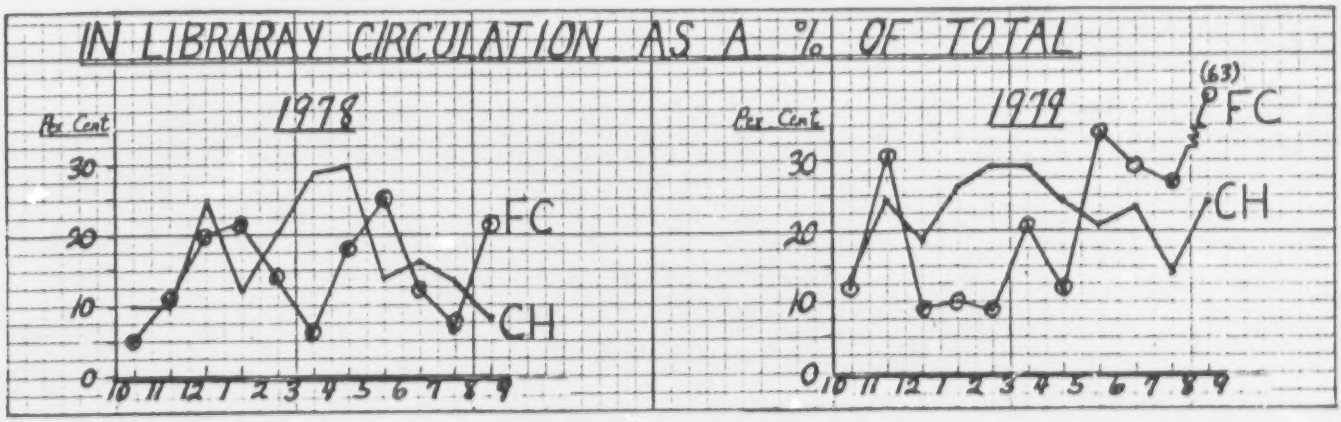

ON SITE USERS
1978
1979
Number
300
200
100
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9

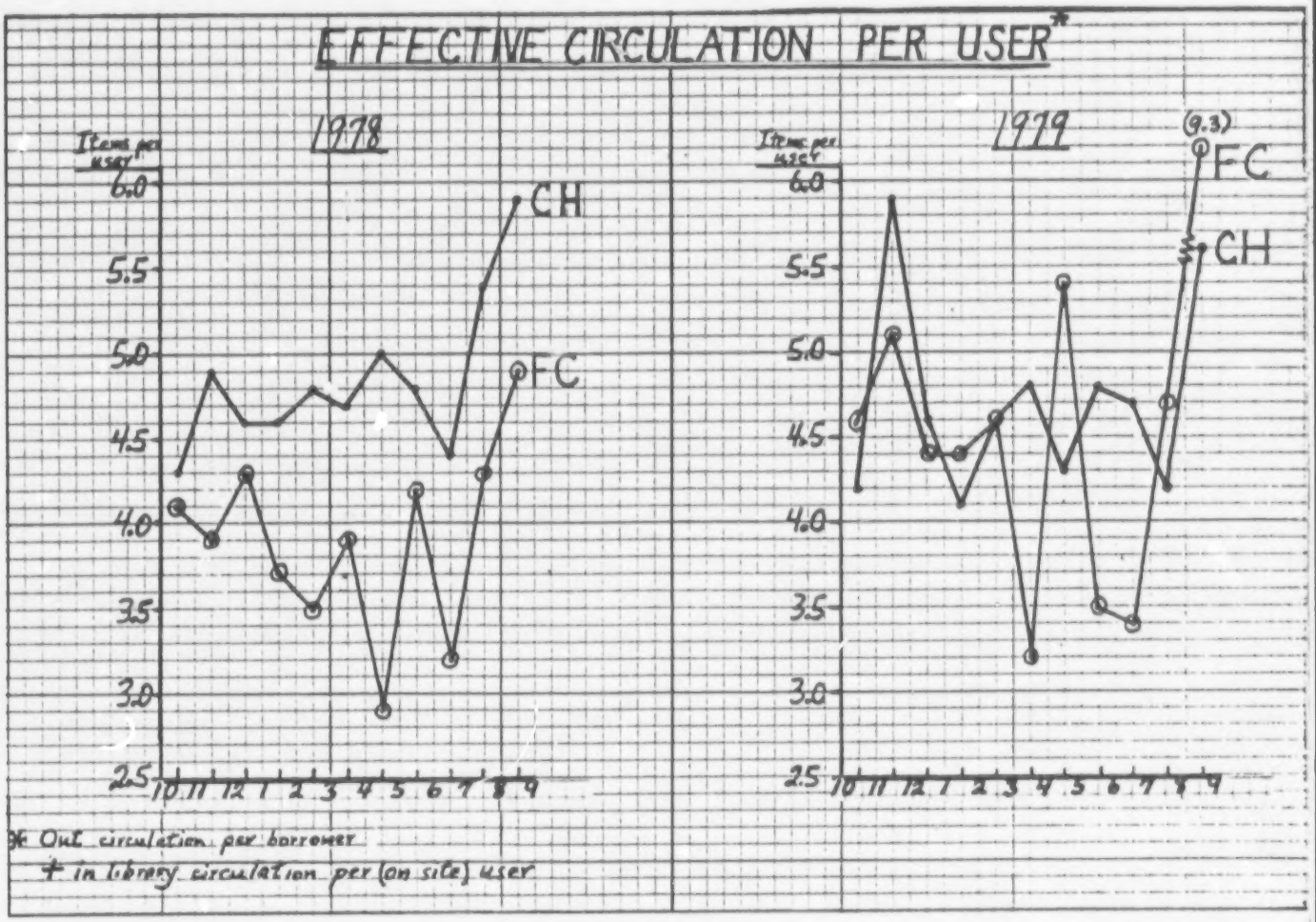

BORROWERS
1978
1979
Number
150
100
50
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9

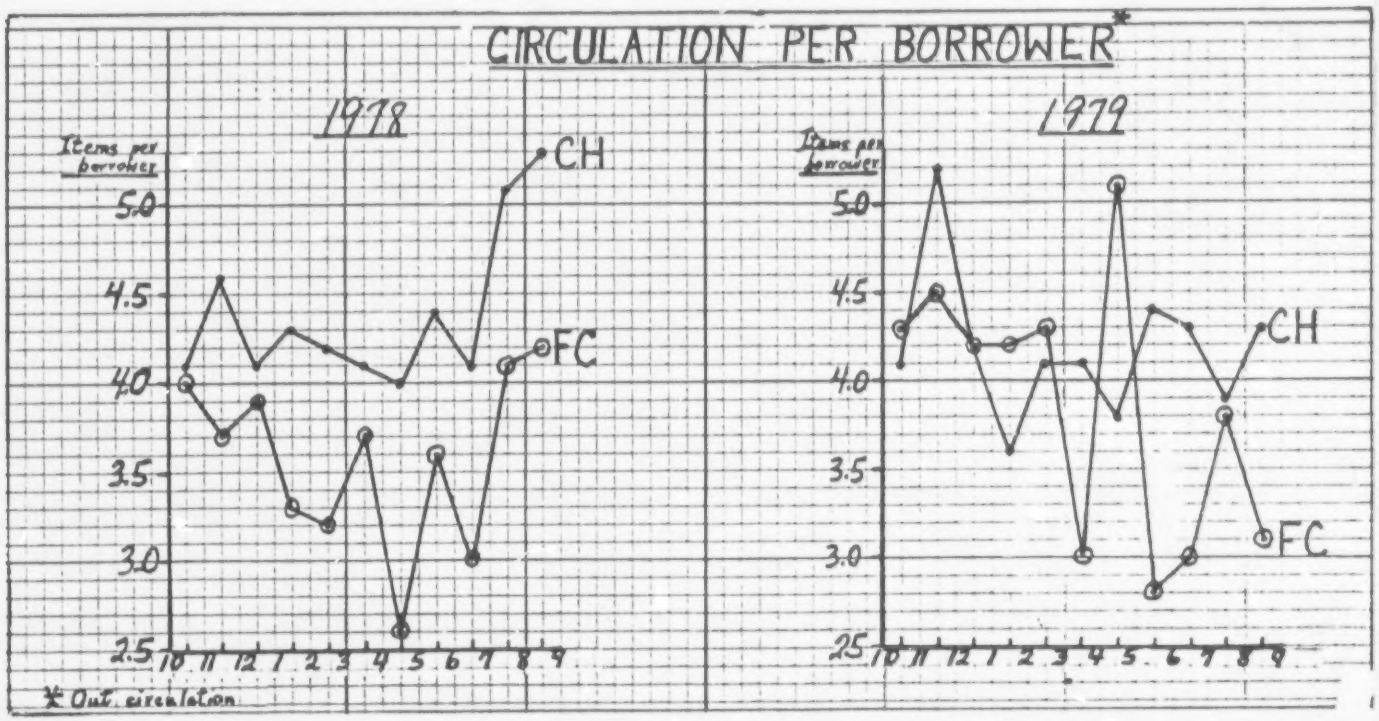

BORROWERS AS A % OF USERS
1978
1979
Per Cent
100
80
60
40
20
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9

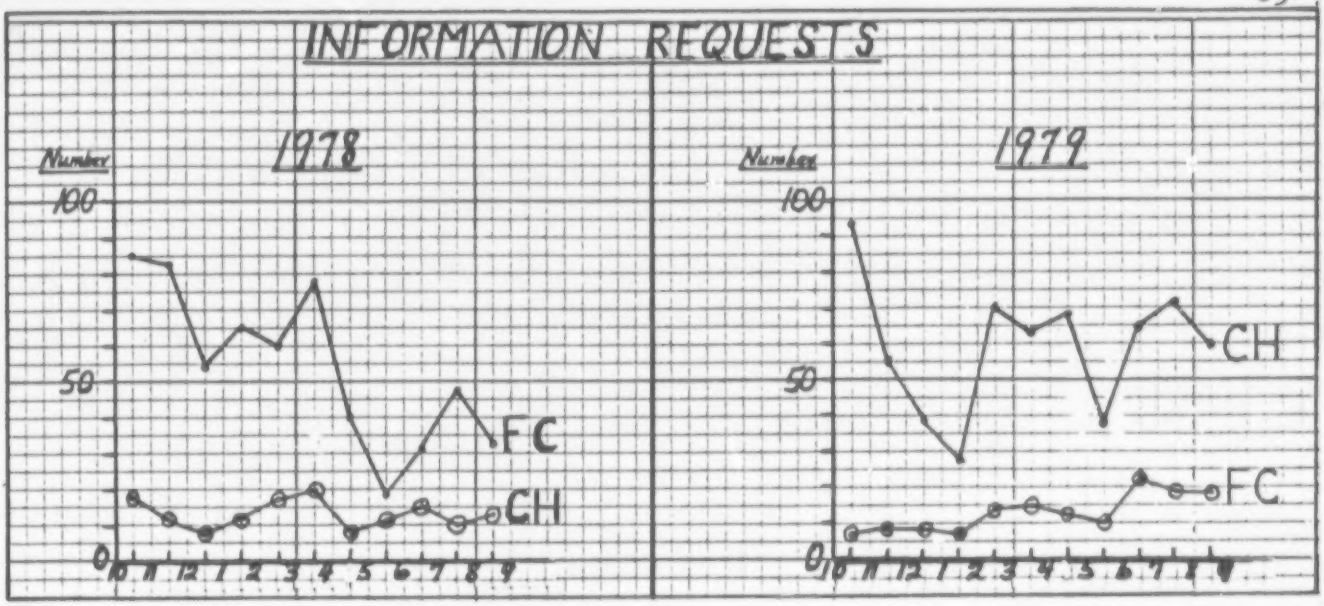

OUT CIRCULATION
1978
Number
600
400
200
0
10 11 12 1 2 3 4 5 6 7 8 9
(684)
CH
FC
1979
Number
600
400
200
0
10 11 12 1 2 3 4 5 6 7 8 9
CH
FC

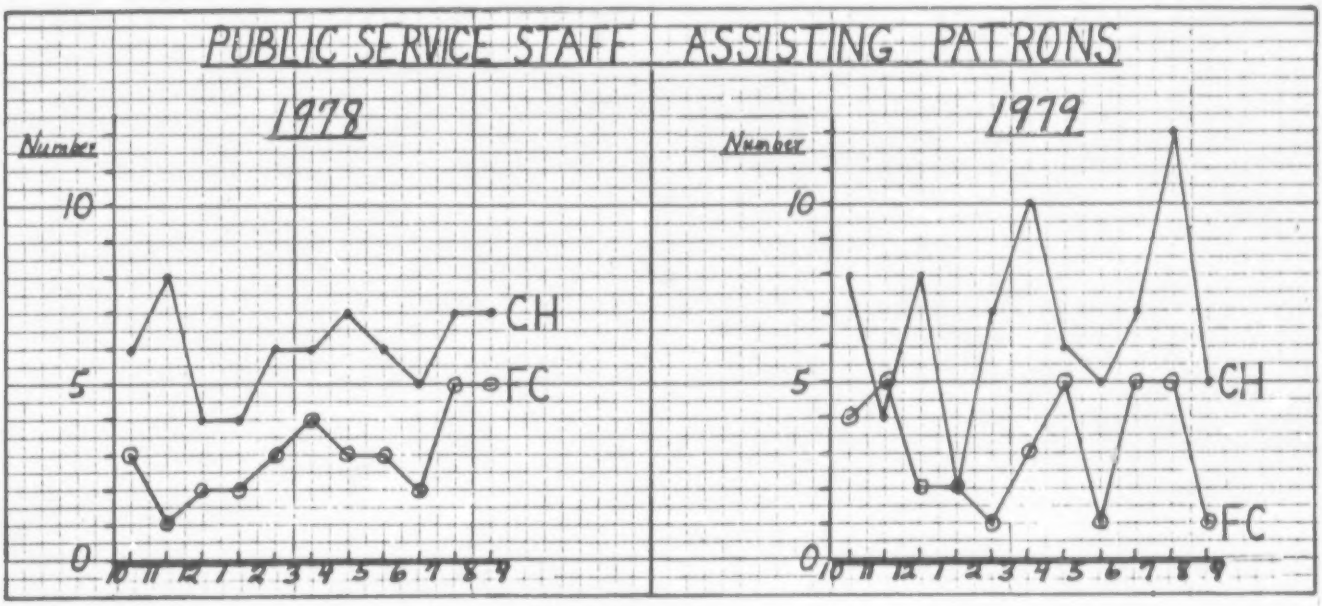

IN LIBRARY CIRCULATION
1978
Number
150
100
50
0
10 11 12 1 2 3 4 5 6 7 8 9
CH
FC
1979
Number
150
100
50
0
10 11 12 1 2 3 4 5 6 7 8 9
FC
CH

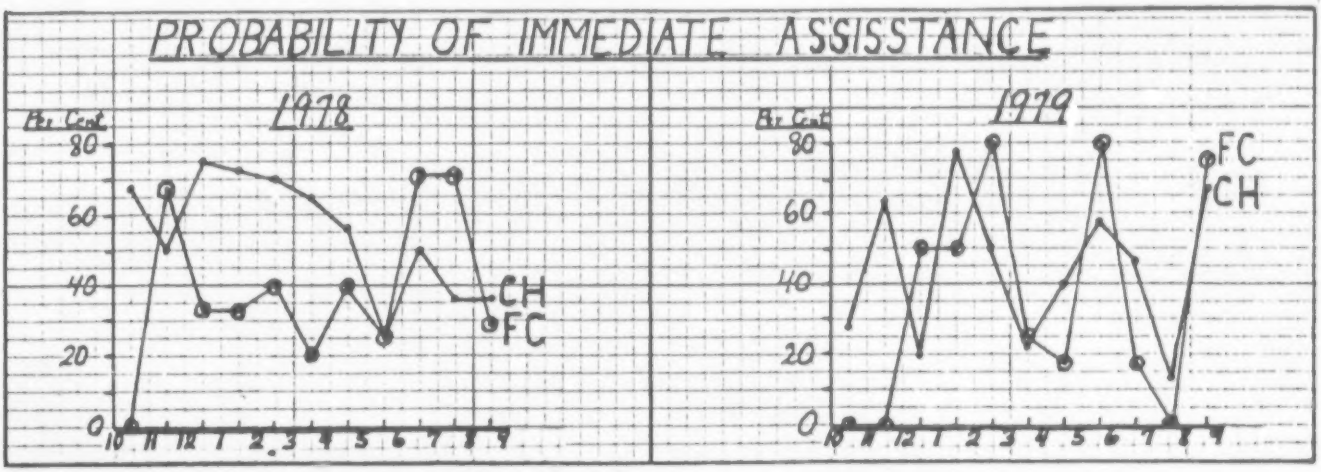

IN LIBRARAY CIRCULATION AS A % OF TOTAL
1978
Per Cent
30
20
10
0
10 11 12 1 2 3 4 5 6 7 8 9
FC
CH
1979
Per Cent
30
20
10
0
10 11 12 1 2 3 4 5 6 7 8 9
(63)
FC
CH

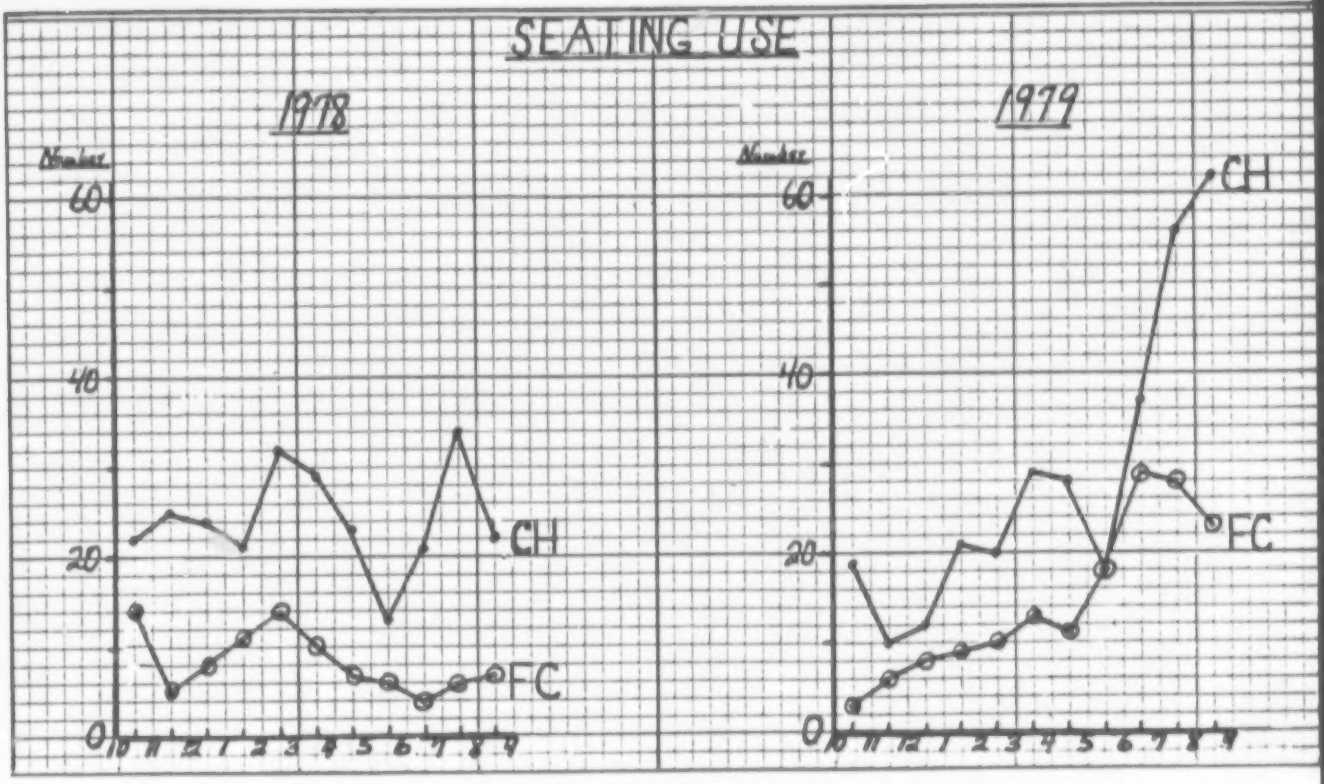

EFFECTIVE CIRCULATION PER USER*
1978
1979
Items per user
6.0
5.5
5.0
4.5
4.0
3.5
3.0
2.5
10 11 12 1 2 3 4 5 6 7 8 9
CH
FC
(9.3)
* Out circulation per borrower
+ in library circulation per (on site) user


CIRCULATION PER BORROWER*
1978
1979
Items per borrower
5.0
4.5
4.0
3.5
3.0
2.5
10 11 12 1 2 3 4 5 6 7 8 9
CH
FC
* Out circulation


INFORMATION REQUESTS
1978
Number
100
50
0
FC
CH
10 11 12 1 2 3 4 5 6 7 8 9
1979
Number
100
50
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9


PUBLIC SERVICE STAFF ASSISTING PATRONS
1978
Number
10
5
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9
1979
Number
10
5
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9


PROBABILITY OF IMMEDIATE ASSISSTANCE
1978
Per Cent
80
60
40
20
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9
1979
Per Cent
80
60
40
20
0
FC
CH
10 11 12 1 2 3 4 5 6 7 8 9


SEATING USE
1978
1979
Number
60
40
20
0
CH
FC
10 11 12 1 2 3 4 5 6 7 8 9

FOUR CORNERS BRANCH

SELECTED INDICATORS OF SPRING LIBRARY ACTIVITY

Time	Users on site	Bors	Out circ	In lib circ	Eff circ per user*	Info reqs	Card cat use**	Seat use**	Staff helping users**
10	51	24	102	14	4.6	6	low	3	4
11	49	14	63	28	5.1	8		6	5
12	47	26	108	11	4.4	8		8	2
1	64	28	118	13	4.4	7		9	2
2	53	41	175	17	4.6	14		10	1
3	81	22	66	18	3.2	15	1	13	3
4	71	34	172	24	5.4	12	1	11	5
5	82	42	119	61	3.5	10	5	18	1
6	138	47	142	58	3.4	22	6	29	5
7	148	94	359	132	4.7	19	9	28	5
8	25	30	93	155	9.3	19	2	23	1
Total	810	402	1517	531		140			
Hourly average	74	37	138	48	4.5	13	2	14	3

* Formula = circ/borrower + in lib circ/user

** Hourly random counts on the half hour

*** Including 18 requests between 9 and 10 a.m.

○ Peak frequency

═══ Low frequency

CHINGUACOUSY BRANCH

SELECTED INDICATORS OF SPRING LIBRARY ACTIVITY

Time	Users on site	Bors	Out circ	In lib circ	Eff circ per user*	Info reqs	Card cat use**	Seat use**	Staff helping users**
10	170	40	164	24	4.2	94	1	19	8
11	87	38	197	63	5.9	55	0	10	4
12	81	34	144	32	4.6	39	1	12	8
1	100	37	132	47	4.1	27	3	21	2
2	124	39	161	65	4.6	70	3	20	7
3	92	39	158	63	4.8	63	1	29	10
4	146	64	246	78	4.3	69	2	28	6
5	173	66	289	77	4.8	38	2	18	5
6	239	78	336	103	4.7	65	3	37	7
7	325	155	605	97	4.2	71	1	56	12
8	118	111	479	153	5.6	60	3	62	5
Total	1655	705	2911	802		651			
Hourly average	150	64	265	73	4.6	59	2	29	7

* Formula = circ/borrower + in lib circ/user

** Hourly random counts on the half hour

*** Including 18 requests between 9 and 10 a.m.

◯ Peak frequency

═══ Low frequency

FOUR CORNERS AND CHINGUACOUSY BRANCHES: SELECTED INDICATORS OF USER ACTIVITY FROM THE SPRING AND SUMMER STUDIES

	July 1978		April 1979	
	FC	CH	FC	CH
Total Users **	838	1588	830	1847
Users on site	823	1436	810	1655
Effective User Hours*	30/lib hr	59/lib hr	31/lib hr	64/lib hr
Effective Circulation per User*	4.0 items	4.9 items	4.5 items	4.6 items
Borrowers	430	782	402	705
- as a % of Users*	52%	54%	50%	43%
Circulation per Borrower	3.7 items	4.5 items	3.8 items	4.1 items
Circulation of Materials				
- Outside	1573	3532	1517	2911
- In	261	628	531	802
- Total	1834	4160	2048	2713
In Library as a % of Total	14%	15%	26%	22%
Patrons Wanting Materials	689	1254	524	1065
- as a % of Users	84%	87%	65%	64%
Patrons Satisfied with Materials				
- yes	483 70%	926 74%	398 76%	821 77%
- no	136 20	213 17	66 8	137 13
- partly	70 10	115 9	60 16	107 10
	100%	100%	100%	100%

* On site only
**respondents only

		July 1978		April 1979	
		FC	CH	FC	CH
Use of Materials:					
Adult	Fiction	377	569	230	278
	Non fiction	338	689	653	845
	Film	17	43	11	42
	Recd & tape	24	126	24	129
Juvenile	Fiction	361	785	200	542
	Non fiction	124	226	166	248
	Film	11	64	7	37
	Recd & tape	8	45	9	18
Paperbacks		429	1199	510	1036
Pamphlet file		1	15	21	18
French language		not	available	2	20
Foreign language		not	available	24	45
Language learning					2
Magazines		31	140	98	124
Newspapers		6	13	36	68
Government pubns		4	23		13
Large print		6	19	4	12
Business/law			19		14
Map				2	5
Telephone book			5	1	2
Purple circle			16		22
Parents collection			4		
Microfilm & microcard			20		20
Videotape					1
Reference		27	75	50	167
Local history		not	available		5
Other			4		
Total		1834	4160	2048	3713

	July 1978				April 1979			
	FC		CH		FC		CH	
Patrons Asking for Assistance	196		331		197		430	
- as a % of Users*	24%		23%		24%		21%	
Patrons Satisfied								
- yes					150	76%	351	82%
- no	not available				24	12	41	10
- partly					23	12	38	8
						100%		100%
Total Requests for Assistance	139		613		140		651	
- off site	15		152		20		192	
- off site as a % of total	11%		25%		14%		29%	
Type of Requests								
- directional	42	30%	217	33%	14	10%	161	29%
- reference	97	70	396	67	126	90	490	71
		100%		100%		100%		100%
Reference Requests not Answered	not available				10		3	
- as a % of reference					8%		1%	
Total Sources Used for Reference	150		555		245		640	
- per Reference Request	1.5		1.4		1.9		1.4	
Patron Contacts with								
- Support Staff	47		133		89		106	
- Switchboard	not available				157		222	

	July 1978				April 1979			
	FC		CH		FC		CH	
Public Service Staff								
- assisting patrons	3/hr		6/hr		3/hr		7/hr	
- available for help	5/hr		14/hr		5/hr		12/hr	
- assigned for work	4/hr		18/hr		6/hr		15/hr	
Probability of Immediate Help	42%		58%		35%		44%	
Administrative Use of Public Service Staff	39%		19%		22%		32%	
Utilization of:	(Users)		(Users)		(Users)		(Users)	
Seating	92	9%	266	10%	158	14%	315	17%
Meeting Rooms (uses)	0	0	0	0	4	12	2	18
Activity Centres (uses)	0	0	0	0	0	0	2	18
Headphones	0	0	13	5	0	0	7	1
Photocopiers	1	9	9	48	3	27	4	18
16mm Film Projectors	0	0	0	0	0	0	3	14
Public Card Catalogues	not available				24	0.8	20	0.4
Children's Houses	1	5			1	9	5	23
BPL Card Holders	616		1057		619		1143	
- as a % of Branch Patrons	75%		74%		76%		69%	

V. COMPARATIVE ANALYSIS: OTHER LIBRARIES

Few public libraries of comparable size to the City of Brampton system appear to have undertaken Performance Measures, certainly as far as the professional literature indicates. Even among those which have done so, findings are very often incompatible because of differences in methodologies and interpretations, differences in the classification of items (for example, paperbacks are a major type of material in the Brampton system but elsewhere are merged into fiction and non-fiction or adult and juvenile categories; another example is the grouping of school grades, which varies widely from one jurisdiction to another), or differences in the presentation of the findings (collapsing time periods from hourly distributions of data to, say, morning, afternoon and evening figures).

Also, almost no libraries, regardless of institutional type, have incorporated performance measurement into their management operations, according to an analysis of annual reports undertaken by Knightly (1979). There has been a tremendous amount of discussion, exhortation and rhetoric, but very little action.

Consequently, there are few comparable studies, and few comparable indicators of library activity and library performance. The three presented on the following pages are: 1)the Illinois study, in 1975, of a sample of 66 public libraries; 2)the Hennepin County study, in 1978; and

the original Performance Measures feasibility study, in 1971 and 1972, of a sample of 20 libraries.

Only the findings concerning libraries of comparable size to Brampton have been recorded here. In the case of the Illinois study, there were 14 such libraries (1973-74 operating expenditures of $300,000 and over, serving approximately 50,000 or more population). In the case of the Hennepin County study, the findings are generally limited to those regarding the main resource library. In the case of the Performance Measures feasibility study, only the large libraries were compared, those with budgets in 1968 of $750,000 to $3.5 million dollars, and the advantage of using these data is that the range of high and low scores was provided.

Total users in the Brampton spring study exceeded those of other library studies by a considerable number. This is partly attributable to the fact that most other studies have restricted themselves to the central library of each system, rather than encompassing the entire system. This is a severe limitation in being able to describe the whole interaction of patrons and services in a municipal jurisdiction.

Effective circulation per user in the Brampton spring study was 4.5 items compared to the Hennepin County ratio of 6.4 items. The latter study found that 43 per cent

of users borrowed materials while the Illinois average for large libraries was 41 per cent and the range in the Performance Measures sample of large libraries was 20 to 52 per cent. The Brampton proportion was 45 per cent.

In-library use of materials was higher in the Hennepin County central library, 44 per cent of total circulation, than in the Illinois libraries average of 31 per cent and the Brampton results of 23 per cent. The comparable Performance Measures sample ranged from 25 to just under 50 per cent.

More than three-quarters of Hennepin County main library users wanted materials, while in the Brampton spring study only 64 per cent indicated they were seeking materials. In both studies, however, the proportion of satisfied patrons was the same, more than 3 out of 4.

The proportion of patrons asking for staff assistance was also similar in these two studies, 30 per cent in Hennepin County and 25 per cent in Brampton. It was 25 per cent as well in the Illinois libraries. The range of those satisfied was less uniform, less than 3 out of 4 in the Illinois libraries and in the Performance Measures sample, 80 per cent in the Brampton spring study, and 95 per cent in the Hennepin County main library.

In the Illinois libraries, 41 per cent of all information requests were classified as reference. In

Performance Measures sample, the range was 29 to 50 per cent. The Brampton study far exceeded this level; 78 per cent of the inquiries in the spring study were reference requests.

The failure rate for reference questions was very similar among those studies reporting, 1 to 3 per cent in the Performance Measures sample and 2 per cent in the Illinois libraries and in Brampton.

Utilization of seating was also fairly comparable. It was 10 per cent in the Illinois libraries, 12 per cent in Brampton, and 17 per cent in the Hennepin County main library. Only the Illinois libraries reported photocopier utilization, 36 per cent. This was favourably higher than Brampton's at 21 per cent.

With reference to general patron characteristics, Brampton recorded a lower proportion of full time students, 36 per cent, than either the Illinois libraries with 46 per cent or Hennepin County with 41 per cent; but Brampton was within the range identified in the Performance Measures sample, 28 to 45 per cent.

Brampton's male-female ratio, 45 per cent males, the Performance Measures range of 43 to 66 per cent males, Illinois' 48 per cent males, and Hennepin County's 40 per cent males were all very similar.

With regard to patron arrival patterns, both Brampton and Illinois registered higher evening use than indicated

in the range of Performance Measures large libraries, 25 per cent and 31 per cent respectively compared to a range of 9 to 16 per cent. On the other hand, morning use at Brampton, 15 per cent of all arrivals, was lower than either Illinois, with 21 per cent, or the libraries in the Performance Measures sample, 17 to 27 per cent.

By length of time spent on site, about 4 out of 10 Illinois library patrons stayed less than 15 minutes, compared to 3 out of 10 at Brampton. In both studies, however, approximately the same proportion, 22 or 23 per cent, spent half an hour or more on the premises.

COMPARISON OF KEY LIBRARY INDICATORS

	Illinois libraries	Hennepin County	PM Sample	Brampton (spring)
Total Users	900*	1500	1350*	2658
Effective Circulation per User		6.4 items		4.5 items
Borrowers	375*	650	455*	1107
Borrowers as a % of Users	41%	43%	20-52%	45%
Circulation of Materials				
- Outside	1100*	3150	1200*	4428
- In library	500*	2441		1333
In library as a % of Total	31%*	44%	25-50%	23%
Patrons Wanting Materials		1170		1589
- as a % of Users		78%		64%
Patrons Satisfied with Materials				
- yes		78%		77%
- no		10		13
- partly		12		10
Patrons Asking for Assistance	300*	450*		628(on site)
- as a % of Users	25%*	30%		25%
Patrons Satisfied with Assistance				
- yes	73%	95%	72%	80%
- no	8	2	8	10
- partly	19	2	20	10

* Estimated by author from available data

	Illinois libraries	Hennepin County	PM Sample	Brampton (spring)
Reference Questions	340*			616
- as a % of Total	41%		29-50%	78%
Reference Questions Not Answered	2%		1-3%	2%
Utilization of Seating	10%	17%		12%
Photocopier utilization	36%			21%
User Characteristics:				
- Full time Students out of Total Users	46%	41%	28-45%	36%
- Males out of Total Users	48%	40%	43-66%	45%
- Arrival Times				
10	] 21%		11-17%**	9%
11			6-10	6
12			8-15	5
1	] 23		7-13	7
2			7-11	7
3			9-13	7
4	]		7-13	9
5	] 25		7-10	10
6			5- 9	15
7			6-10	19
8	] 31		3- 6	6
- Length of Library Stay				
Less than ¼ hour	39%			29%
¼ hour	24			32
½ hour	13			18
½ - 1 hour	8			14
1 - 2 hours	12			7
Over 2 hours	3			1

* Estimated by author from available data
**Including 4-7% entering 9-10 a.m.

VII. OPERATIONAL METHODOLOGY: VALIDITY, COSTS, IMPROVEMENTS

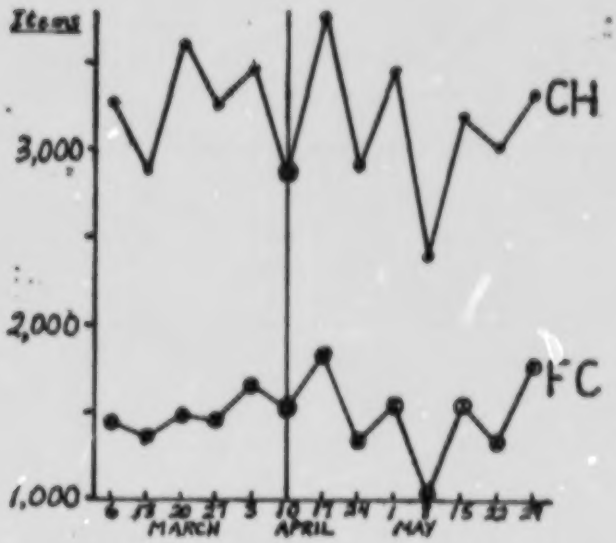
The success of Performance Measures is totally dependent on the methodology followed and on the staff's ability to interpret and apply it. In this regard, substantial refinements and adaptations to the Brampton situation have been made to the guidelines set out in the Manual, but fundamental concepts, of both a technical and philosophical nature, have been carefully adhered to throughout. Some of the refinements and adaptations will be discussed later in this chapter, with suggestions for further improvements still.

One troublesome issue exists, however, in spite of the Manual's otherwise comprehensive treatment of fundamental concepts. This issue is how to determine a "typical" day for the study. Certainly there are some more or less obvious precautions to follow such as ascertaining that no unusual community, or other, events are scheduled for the intended study day or that no holidays will immediately precede or follow it. Future experience may possibly shed further light on this problem.

With regard to the April 10th study day, the outside circulation was somewhat lower than it had been on previous Tuesdays, particularly at the Chinguacousy

Branch. The graph below shows the Tuesday circulation for each branch for the months of March through May of this year.

Tuesday Outside Circulation
March-May, 1979



For Four Corners, the graph illustrates that outside circulation was higher than the April 10th study day's on 5 other Tuesdays in the spring period and lower on 7. The average for all Tuesdays in this period was 1483, just 2 per cent lower than the study day level of 1516.

For Chinguacousy, the graph illustrates that outside circulation was higher on 11 other Tuesdays and lower on 1 only. The average for all Tuesdays in this

period was 3181, some 11 per cent higher than the study day level of 2860.

Nonetheless, the study day circulation at both branches was higher than the average daily circulation in any of the spring months, as shown below.

	Four Corners	Chinguacousy
April 10th study day	1516	2860
March average daily	1175	2565
April average daily	1182	2573
May average daily	1129	2279

While these comparisons may leave some ambiguity about how representative outside circulation was on the study day, this is only one of many different aspects of overall activity and library performance which can be monitored and analyzed far more systematically than before using the Performance Measures methodology. Uncertainty about one component of the study is thus offset by the wealth of new knowledge about so many others.

One other suggestion is to compare the various study days in 1979 with average daily indicators for the whole year. This would give a better overall picture of how much the different study days veered from the typical annual average.

Another suggestion is to compare other known trends or patterns with the study day findings. For instance, residence patterns of 16 mm film borrowers for the first quarter of 1979 and for the study day in April were as follows:

	All Borrowers Jan - Mar 1979		Study Day Borrowers April 10	
Brampton	681	74%	18	69%
Mississauga	88	10	5	19
Caledon	57	6		0
Georgetown	20	2	3	12
Norval	7	1		0
Oakville	7	1		0
Toronto	33	4		0
Other	23	2		0
Total	916	100%	26	100%

This table shows that the residential patterns were quite similar with the exception of Caledon patrons who were atypical on the study day.

The residence patterns of Information Brampton clients also show general similarity between the study day and the first 3 months of 1979. The table on the following page illustrates this.

	All Clients Jan - Mar 1979		Study Day Clients April 10	
Brampton	1268	65%	28	76%
Mississauga	393	20	5	13
Caledon	44	2		0
Other	252	13	4	11
Total	1957	100%	37	100%

These and other comparisons, as they become available, will assist in evaluating the validity of study results.

A different kind of consideration which can influence the validity of study results is the rate of non-response, particularly on the patron questionnaire. In the spring study, 5 per cent or about 150 patrons declined to participate. In last summer's study, it was 3 per cent. In the Performance Measures feasibility study, it was indicated that only 2 per cent were non-respondents.

However, the response rates to each question also varied dramatically. This was true for both the Brampton studies and the Performance Measures study. The least amount of participation was on the postal code question, only 78 per cent in the spring study and 80 per cent last summer. There were no differences between the branches.

On the question of male or female, 4 per cent did not respond in the spring study, and the same in last summer's. The range of non-response in the Performance Measures feasibility study was 2 to 7 per cent for this question.

On the question of occupational status, 12 per cent in the spring study and 10 per cent in the summer one did not respond. The range of non-response in the feasibility study was from ½ per cent as high as 37 per cent.

Other non-response rates for the spring and summer studies were: 17 per cent and 10 per cent respectively to the question "Did you ask for staff help today?"; 18 per cent and 14 per cent respectively to the question of satisfaction with materials; 14 per cent and 9 per cent to the question of library membership. Only on the latter and only in the spring study was there more than 1 or 2 percentage points difference between the two branches--at Four Corners it was 10 per cent non-response and at Chinguacousy 16 per cent.

To the question of frequency of library use, newly introduced in the spring study, 16 per cent did not respond.

To the question of whether Chinguacousy patrons had visited the Art Gallery, 18 per cent did not respond.

While some of these rates of non-response may seem high, they are directly related to the amount of time which the patron spent on the premises. In the spring study, 50 to 60 per cent of the non-respondents stayed less than 15 minutes and another 20 per cent of them stayed 15 to 29 minutes. The summer study was similar. Excluding these 2 groups of non-respondents reduces the rate to 2 to 5 per cent of total patrons, and this seems like a reasonable approach.

Reference was made earlier to the importance of the staff's ability to interpret and apply the methodology. In this regard, many refinements to the data gathering forms have been made during the past two years, and the instructions to staff have also been improved substantially. Further areas for attention are the following:

1. In-library use of materials

Films being previewed were not counted on 3 of the hourly counts. GP Reference was counted as government publications but it should have been Reference. A best seller was counted as "Other."

Staff making the hourly counts must follow the categories set out on the data gathering form very carefully and should ask the study coordinator how to record unclear items.

2. Outside circulation

AV staff must distinguish more precisely their activities relating to outside borrowing on the study day, and those relating to bookings for future dates. The latter are information requests. The former are circulations. Materials returned on the study day are not counted, just as print items returned are not recorded as part of the study.

3. Outside circulation and in-library use of materials

A new form has been devised which aggregates these data so that distributions by type of material and by branch are readily available for comparison.

4. Equipment and facilities

Hourly counts of equipment in use at the Chinguacousy Listening Centre were missed at least 3 times, as indicated by in-library use of records and tapes: at 3.30 p.m., 4.30 p.m. and 8.30 p.m.

Availability counts must be made by Department Heads in future studies. Some items were not properly inventoried.

Also, equipment which circulates for outside use must not be counted here.

Equipment which is charged out, such as 16mm film projectors and talking book playback units, should be

recorded on a newly-devised form by the Department issuing it.

5. Information Requests

A flow chart has been devised to assist public service staff in understanding the distinctions between using a source to answer a reference question, making a referral, determining that follow up is needed, and concluding that the question could not be answered.

6. Contact form

Besides the location of facilities and materials, support staff were most frequently asked about fines, renewals, loan periods, reserves, lost materials, number of books allowed out, and registration. Discussion before the next study should clarify whether new categories of questions might be devised to save the staff time in recording patron interactions; this would be an optional change only.

7. Switchboard form

Categories 7, "Information," and 9, "Day Care facilities," should be deleted; the latter is not used and the former is quite ambiguous as a type of inquiry.

A category for "Reserves" could be substituted, based on the frequency of such inquiries. Also, why are Information Brampton calls noted separately?

Both Switchboards should use a common time frame in which to record calls, for example opening to 1 p.m., 1-5 p.m. and 5-9 p.m., or hourly counts. This and categories of inquiries should be discussed before the next study.

8. User Questionnaire

Some concern about imposing on repeat patrons to fill out a second or subsequent questionnaire even, has prompted a revision in this procedure. In future studies, if a patron has already completed a questionnaire and mentions this upon re-entering, simply record this information, by hour, for the study coordinator. Also, if a patron exits only for a few minutes and is obviously returning for a further period of time, he could be allowed to retain his questionnaire until his final departure. It is apparent, as well, that if an individual comes into the library only to use the washroom or water fountain, and does not enter the main part of the premises, he need not be asked to complete a questionnaire. If there is some doubt, the door monitor should record the information himself, as far as possible, with an explanation as to why in a few words.

In this same regard, if a patron leaves a questionnaire on library premises, any staff member seeing it should take it to the door monitor immediately, if their work assignment allows, so that the door monitor can complete it with available information such as exit time.

With reference to the questionnaire itself, a number of problems with wording have been resolved. The first concerned the relationship between the two questions "Did you ask a staff member for help today?" and "Did you receive the library service you expected today?" In the previous format, as indicated in the Manual, these questions were entirely separate. If in the second question the word "service" were intended in a global sense, this separation would be entirely acceptable. If, however, "service" was meant in the sense of staff assistance, then confusion would be evident in interpreting patron responses. In the 1978 summer study, for example, of the 1600 patrons who said they were satisfied with their library service, only 463 had requested staff assistance. Obviously, most patrons were interpreting the question in a global sense such as "Did you enjoy your library visit today?"

In the 1979 spring study, the question format was revised with a view to getting at patron evaluation

of staff assistance. Thus, the sequence of questions was made into a logical one, so that only if a patron had asked for help, would he then go on to rate that help. This is a more satisfactory, and meaningful, arrangement. Staff-patron interaction is of crucial influence in determining library success, because negative overtones here would be quickly detrimental to the library's overall image and reputation as a public service institution.

Another discrepancy in wording concerned the question "Did you obtain the library material you needed today?" In the previous format, there was no option for those who had not wanted any materials in the first place. Thus, the possible responses were expanded to include "Didn't want any" material.

One other improvement was made to the spring questionnaire. The form used at the Four Corners Branch omitted the question "Did you visit the Art Gallery today?" in order to eliminate any ambiguity about which art gallery was intended.

One matter for further consideration, before the next study, might be the advisability of changing the question on patron residence from postal code areas to municipal electoral wards. This would entail additional work for the door monitors and might result

a lower response rate at least to this question. If it is judged adequate for policy purposes to present residential patterns by postal code areas, then the present questionnaire is satisfactory.

With regard to occupational categories, some consideration to adopting the Canadian taxonomic structure should be given; however, there are 23 major groupings in it rather than simply 3 as in the present Manual, and certainly this would have to be collapsed to a maximum of 8 for computer input.

The method by which to calculate effective user hours, that is, the number of hours spent by users per hour of library operation, has been clarified so that those staying less than 15 minutes would be counted as zero time. This had been the focus of some confusion previously.

9. Staffing

Recommendations for staffing changes are as follows for future studies. Fall, winter and spring periods require additional staff for the in-library hourly counts, one person per floor for each of equipment and facilities counts, and materials counts, at the Chinguacousy Branch. At Four Corners, one person

per floor for both types of count is required. Also, the persons doing evening counts should be scheduled in for 4.30 p.m. so that they can make that hourly count along with the day person, in order to ensure consistency in approach.

At Chinguacousy, an evening resource person should be appointed other than the librarian-in-charge, to trouble shoot, to be available in case of illness, and to take the hourly counts for all departments of public service staff utilization.

At Four Corners, further discussions to resolve lobby congestion in connection with the user questionnaire should be held with appropriate staff and management, before further studies are conducted.

At both branches, staff training could be made more efficient by holding workshops for supervisors only of staff using the contact and switchboard forms, who could then train the staff.

Further investigation is required of the feasibility of using turnstile counts to ascertain total on-site users. At the present time there appear to be insufficient data to be conclusive. For example, in the spring study, 877 patron questionnaires were distributed, but the turnstile count was only 783. At Chinguacousy, 1736 questionnaires were distributed while the turnstile count was 1792. If some constant ratio between the two exists, it is not readily apparent.

A final comment on methodology relates to an experimental measure introduced in the spring study, registration activity. It is recommended that both branches adopt a common reporting format for the next study, and the results be evaluated at that time. In this spring's study, Chinguacousy recorded registrations by adult, youth and child, and by whether the action was for a new card, a lost one or a renewal. At Four Corners, only adult and child categories were indicated, with no division between even renewals and new. If registrations because of lost cards, really re-registrations, are not now part of the statistical reporting structure, this should be considered. On the spring study day, out of 79 transactions, one-quarter were because of lost cards while renewals accounted for 44 per cent and new registrations for the remaining 30 per cent.

Turning now to staff time and estimated costs for the study this spring, almost 400 hours were spent by library staff and the author of this report on all phases, just over half of the total devoted to data analysis and report writing. A summary of staff hours and the forms used for the spring study are included at the end of this chapter. Staff costs (1978 scale) were estimated to be: $66 for page hours; $360 for clerical

hours; $375 for technician hours; and $2245 for librarian hours including the author; for a total of just over $3000.

Together with computer costs in the neighbourhood of $800 and materials costs under $50, estimated total costs for the spring study were therefore $3900. This should be compared to a recent calculation of the annual costs of compiling current public service statistics, $5200, and the benefits derived from each.

Another perspective by which to evaluate such study costs is in relation to the annual budget: in 1979 the spring library services study will represent less than two-tenths of one per cent of the budget estimate of $2.1 million, and in fact the out-of-pocket expenditure will be much less.

Some alternative strategies for the future are as follows:

1. Implement the study once more in the fall, probably late October or early November, including materials availability.
2. Institute all study components <u>except</u> the patron questionnaire every 3 or 4 months, with some provision for ascertaining the total arrivals by hour throughout the study period.
3. Implement the full study once in 1980, probably in the winter, and continue with the quarterly surveys of use of materials, equipment, staff and patterns of information requests.

LIBRARY SERVICES STUDY

Staff Hours - Summary

Study Component	Page	Clerical/typing	Library Technician	Librarian
Materials Availability				
1. Recently Published Books				
2. Title Availability Sample				
3. Periodical Availability				
Profile of Library Users	20	50	12.5	22
Use of Materials				
1. Out of library circulation				
2. In library circulation	4	21.5		
Equipment and Facilities Usage	4	3	53.5	202.5
Public Service Personnel Utilization and Availability				
Patterns of Information Requests				
TOTAL	28	74.5	66	224.5

LIBRARY SERVICES STUDY

Staff Hours - Planning and Preparation

Study Component	Page	Clerical/typing	Library Technician	Librarian
Materials Availability				
1. Recently Published Books				
2. Title Availability Sample				
3. Periodical Availability				
Profile of Library Users				
Use of Materials				
1. Out of library circulation				
2. In library circulation				
Equipment and Facilities Usage			11.5	36.5
Public Service Personnel Utilization and Availability				
Patterns of Information Requests				
TOTAL			11.5	36.5

LIBRARY SERVICES STUDY

Staff Hours - Study Day Activities

Study Component	Page	Clerical/typing	Library Technician	Librarian
Materials Availability				
1. Recently Published Books				
2. Title Availability Sample				
3. Periodical Availability				
Profile of Library Users	20	44		2
Use of Materials				
1. Out of library circulation				
2. In library circulation	4	4	11	8
Equipment and Facilities Usage	4	3		
Public Service Personnel Utilization and Availability				
Patterns of Information Requests				
TOTAL	28	51	11	10

LIBRARY SERVICES STUDY

Staff Hours - Data Tabulation and Checking

Study Component	Page	Clerical/typing	Library Technician	Librarian
Materials Availability				
1. Recently Published Books				
2. Title Availability Sample				
3. Periodical Availability				
Profile of Library Users		6	12.5	20
Use of Materials				
1. Out of library circulation		17.5		
2. In library circulation				
Equipment and Facilities Usage			30	17
Public Service Personnel Utilization and Availability				
Patterns of Information Requests				
TOTAL		23.5	42.5	37

LIBRARY SERVICES STUDY

Staff Hours - Analysis and Report

Study Component	Page	Clerical/typing	Library Technician	Librarian
Materials Availability				
1. Recently Published Books				
2. Title Availability Sample				
3. Periodical Availability				
Profile of Library Users				
Use of Materials				
1. Out of library circulation				
2. In library circulation				
Equipment and Facilities Usage			1	141
Public Service Personnel Utilization and Availability				
Patterns of Information Requests				
TOTAL			1	141

Forms for 1979 Spring Study Day

Chinguacousy Branch

	Estimated	Actual
Patterns of Information Requests		
- Audio Visual Services	15	17
- Cultural Services	20	15
- Information Centre	15	6
- Information Services	20	18
- Interlibrary Loans	10	10
- Listening Centre	15	3
Contact Form		
- In/out desk - Shelvers - Collections - Information Services/ Cultural Services	25	20
Switchboard Form	5	3
Public Service Personnel Utilization and Availability Form: Form 1	5	5
Equipment & Facilities	2	2
In library Circulation	2	2
User Ticket	1850	1736

Four Corners Branch

Patterns of Information Requests		
- RA1 Desk	12	10
- 2nd floor	7	5
Contact Form	4	6
Switchboard Form	3	3
Public Service Personnel Utilization & Availability Form	1	1
Equipment & Facilities	2	2
In library Circulation	2	2
User Ticket	900	877

BRAMPTON PUBLIC LIBRARY & ART GALLERY

A1 ____ Male A2 ____ Female

B1 OCCUPATION (Specify) _____
B2 Senior Citizen ____
B3 Pre-School ____

IF YOU ARE NOW A STUDENT
PLEASE CHECK BELOW

C1 ____ Part Time C2 ____ Full Time

J1 ____ Elem. (K-6) J2 ____ Grades 7 & 8
J3 ____ High School J4 ____ Community College
J5 ____ University J6 ____ Post Grad.
J7 ____ Other (Specify) _____

Did you ask a staff member for help today?
D1 ____ Yes D2 ____ No

Did you obtain the library material you needed today?
E1 ____ Yes E2 ____ No E3 ____ Partially
If not, why not?

Did you receive the library service you needed today?
F1 ____ Yes F2 ____ No F3 ____ Partially
If not, why not?

Did you visit the Art Gallery today?
G1 ____ Yes G2 ____ No

Do you have a Brampton Public Library card?
H1 ____ Yes H2 ____ No

I Your Postal Code is _____

K Comments? (For further comments, use other side)

PLEASE RETURN TICKET
AS YOU LEAVE LIBRARY
THANK YOU

Staff Use Only	
10.00	1
15	2
30	3
45	4
11.00	5
15	6
30	7
45	8
12.00	9
15	10
30	11
45	12
1.00	13
15	14
30	15
45	16
2.00	17
15	18
30	19
45	20
3.00	21
15	22
30	23
45	24
4.00	25
15	26
30	27
45	28
5.00	29
15	30
30	31
45	32
6.00	33
15	34
30	35
45	36
7.00	37
15	38
30	39
45	40
8.00	41
15	42
30	43
45	44

PATRON SURVEY (spring 1979)

BRAMPTON PUBLIC LIBRARY & ART GALLERY V1 ✓ Central Services

A1 ____ Male A2 ____ Female

B OCCUPATION (Specify) _____

B4 ____ Homemaker
B5 ____ Senior citizen/retired
B6 ____ Preschooler
B7 ____ Full time student

If you are now a STUDENT, please check below:

	Full Time	Part Time
Elementary (K-6)	C1 ____	D1 ____
Grades 7 & 8	C2 ____	D2 ____
High School	C3 ____	D3 ____
Community College	C4 ____	D4 ____
University	C5 ____	D5 ____
Post graduate	C6 ____	D6 ____

Did you ask a staff member for help today?

E1 ____ Yes E2 ____ No

If YES, did you receive the help you wanted?

F1 ____ Yes F2 ____ No F3 ____ Partially

If not, please explain under Comments below

Did you obtain the library material you wanted today?

G1 ____ Yes G2 ____ No G3 ____ Partially

G4 ____ Didn't want any

If not, please explain under Comments below

Do you have a Brampton Public Library card?

J1 ____ Yes J2 ____ No

When did you last visit or phone this library?

K1 ____ Never
K2 ____ Last week
K3 ____ 2 to 4 weeks ago
K4 ____ 1 to 3 months ago
K5 ____ 3 to 12 months ago
K6 ____ Don't remember

W Your Postal Code is _____

COMMENTS? (Please use the other side too!)

Staff Use Only	
10.00	1
15	2
30	3
45	4
11.00	5
15	6
30	7
45	8
12.00	9
15	10
30	11
45	12
1.00	13
15	14
30	15
45	16
2.00	17
15	18
30	19
45	20
3.00	21
15	22
30	23
45	24
4.00	25
15	26
30	27
45	28
5.00	29
15	30
30	31
45	32
6.00	33
15	34
30	35
45	36
7.00	37
15	38
30	39
45	40
8.00	41
15	42
30	43
45	44

AS YOU LEAVE LIBRARY, PLEASE RETURN
THANK YOU!

PATRON SURVEY (spring 1979)

BRAMPTON PUBLIC LIBRARY & ART GALLERY V2 ✓ Chinguacousy

A1 ____ Male A2 ____ Female

B OCCUPATION (Specify) _____

B4 ____ Homemaker
B5 ____ Senior citizen/retired
B6 ____ Preschooler
B7 ____ Full time student

If you are now a STUDENT, please check below:

	Full Time	Part Time
Elementary (K-6)	C1 ____	D1 ____
Grades 7 & 8	C2 ____	D2 ____
High School	C3 ____	D3 ____
Community College	C4 ____	D4 ____
University	C5 ____	D5 ____
Post graduate	C6 ____	D6 ____

Did you ask a staff member for help today?

E1 ____ Yes E2 ____ No

If YES, did you receive the help you wanted?

F1 ____ Yes F2 ____ No F3 ____ Partially

If not, please explain under Comments below

Did you obtain the library material you wanted today?

G1 ____ Yes G2 ____ No G3 ____ Partially

G4 ____ Didn't want any

If not, please explain under Comments below

Did you visit the library's Art Gallery today?

H1 ____ Yes H2 ____ No

Do you have a Brampton Public Library card?

J1 ____ Yes J2 ____ No

When did you last visit or phone this library?

K1 ____ Never
K2 ____ Last week
K3 ____ 2 to 4 weeks ago
K4 ____ 1 to 3 months ago
K5 ____ 3 to 12 months ago
K6 ____ Don't remember

W Your Postal Code is _____

COMMENTS? (Please use the other side too!)

AS YOU LEAVE LIBRARY, PLEASE RETURN
THANK YOU! 130

Staff Use Only	
10.00	
15	2
30	3
45	4
11.00	5
15	6
30	7
45	8
12.00	9
15	10
30	11
45	12
1.00	13
15	14
30	15
45	16
2.00	17
15	18
30	19
45	20
3.00	21
15	22
30	23
45	24
4.00	25
15	26
30	27
45	28
5.00	29
15	30
30	31
45	32
6.00	33
15	34
30	35
45	36
7.00	37
15	38
30	39
45	40
8.00	41
15	42
30	43
45	44

VIII. UTILITY AND RECOMMENDATIONS FOR THE FUTURE

In the course of the present analysis, it has become apparent that the really meaningful results from the studies have come out of the seasonal comparisons, summer versus spring. For the time being, contrasts in seasonal patterns show the most promise for management utility. Trends from year to year will become more relevant in the future when at least two full years of studies are available for comparison.

The utility of the library services study, as developed from the original Performance Measures philosophy and methodology, ranges from general policy implications to very specific practical observations. Residential patterns of library patrons will shed light on whether or not the community perceives the overall library system structure, that is, a central resource serving the whole population with smaller outlets serving more generalized local needs, in the manner intended by Board and management. Does this concept work, from a community viewpoint? The evidence from the studies of both last summer and this spring suggests that it is successful: a constant proportion of library users from west of Heart Lake Road, just under 30 per cent, opted for the Chinguacousy Branch rather than Four Corners even though the latter was physically closer to the majority of them.

A comparison of residential patterns of users also reveals low-use neighbourhoods and the policy issue is two-fold: Is library service accessible to them compared to high-use areas? And how might demand there be stimulated, for example, through localized publicity?

Another area of findings with many potential policy applications is occupational status. Both last summer and this spring, the largest user group by far was full time students. Do library objectives recognize this predominance and if so, do library services and priorities reflect it? Taking into account, as well, that students were less satisfied with both materials and staff assistance than other groups, this may very well be regarded as a fruitful area for future policy review and accommodation.

Clearly, overall and specific patron ratings are likely to become key indicators of management performance in the future, as a foundation of seasonal and longitudinal comparisons is built up.

There are practical applications, too, of the findings about patterns of utilization of equipment, facilities, public service staff, and library materials. Some implications relate to staffing levels and needs, selection priorities, and budget allocations; for example,

the microfilm readers and photocopiers were used more than other equipment and consequently their budgetary priority should be carefully scrutinized, as should that of low-use facilities such as the Listening Centres. Another example, this in the area of selection policy, is the consistently high demand for paperbacks compared to all other information forms.

General recommendations for the future are:

1) to conduct more frequent samples of the use of materials, equipment, staff and types of requests;

2) to institute an annual survey of patrons commencing in 1980, rather than undertaking it 2 or 3 times per year;

3) to continue to review and discuss the findings from the 1978 summer and 1979 spring studies for potential practical meaning;

4) to conduct the full study some time this fall, including the tests of materials availability as modified by the author.

There is no final, definitive set of practical ramifications for management decision-making from this and other library services studies. The task of discovering practical utility is as much an ongoing process as is the whole self-study approach to evaluating output and accomplishment.

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APPENDIX:

HISTORICAL HIGHLIGHTS

August 1977	Pilot run of the Library Services Study
December 1977	Staff report completed, with recommendations for future developments
March 1978	CORL Board funding of a computer program obtained, to be undertaken jointly by Brampton Public Library and Midwestern Regional Library System
June 1978	Presentations to staff and to a CAPL/CLTA workshop on Performance Measures in Edmonton, Alberta as part of the annual CLA conference
July 1978	Second run of the Library Services Study
August-September 1978	Computer program developed, tested and output reports received
October-November 1978	Second staff report completed, with plans for future refinements; and presentation to the Library Board
January 1979	Presentation to CORL chief librarians, and to an all-day planning workshop (with L. Bates)
March 1979	Presentation to staff
April 1979	Third run of the Library Services Study; presentation to CORL trustees
June 1979	Analysis and report completed; all-day management staff workshop

APPENDIX: DATA TABLES

APR 10 1979

Name of Library: **Brampton Public Library & Art Gallery**

SUMMARY OF TOTAL CIRCULATION

(OUT AND IN LIBRARY)

Type of Material	Four Corners Branch			Chinguacousy Branch			Total Items	
	Out	In	Total	Out	In	Total	Number	Percent
Adult Fiction	229	1	230	270	8	278	508	9
Non fiction	411	242	653	713	132	845	1,498	26
Film	5	6	11	37	5	42	53	1
Record & Tape	24		24	119	10	129	153	3
Juv Fiction	174	26	200	396	146	542	742	13
Non fiction	104	62	166	196	52	248	414	7
Film	7		7	28	9	37	44	1
Record & Tape	9		9	18		18	27	
Paperback	499	11	510	1,020	16	1,036	1,546	27
Pamphlet File	11	10	21	7	11	18	39	1
French Language	2		2	17	3	20	22	
Foreign Language	24	1	25	36	9	45	70	1
Language Learning					2	2	2	
Magazine	16	82	98	43	81	124	222	4
Newspaper		36	36		68	68	104	2
Government Pubn					13	13	13	
Large Print	2	2	4	11	1	12	14	
Business/Law					14	14	14	
Map		2	2		5	5	7	
Telephone Book		1	1		2	2	3	
Purple Circle					22	22	22	
Parents Collection								
Microfilm & Microcard					20	20	20	
Videotape					1	1	1	
Reference		50	50		167	167	217	4
Local History					5	5	5	
Other (specify)		1	1				1	
TOTAL	1,517	531	2,048	2,911	802	3,713	5,761	100%
%	26	9	35	51	14	65		

Name of Library: Brampton Public Library & Art Gallery

4:14

OUT OF LIBRARY CIRCULATION: FORM III

Branch	No. of Borrowers	Adult Items	Juvenile Items	Items																
				Fic	Non Fic	Film	Record & Tape	Paper back	Pamp File	French Lang	For Lang	Lang Learn	Mag	Govt Pubn	Large Print			Other	Total Items	Avg. Items per Borrower
Four Corners	402	669	294	403	515	12	33	499	11	2	24		16		2				1,517	3.8
Chinguacousy	705	1,139	638	666	909	65	137	1,020	7	17	36		43		11				2911	4.1
TOTAL	1,107	1,808	932	1069	1,424	77	170	1519	18	19	60		59		13				4,428	4.0
PER CENT OF TOTAL ITEMS				24	32	2	4	34			1		1							

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	64	41	45	3	7	23	12	3	3	112		4	4				9				266	6
11	52	23	29	3	10	85	8	11	2	81			1		7						260	6
12	60	55	43	10	1	12	8	2		116		1	4								252	6
1	65	44	77	5	1	16	6	2	1	90			6		2						250	6
2	80	32	80	1	25	32	6	2		140	1		9		8						336	7
3	61	29	63	2	5	38	12	5	1	65					4						224	5
4	98	33	119	1	12	74	36		16	119	4		2		1						418	9
5	108	37	161	10	10	29	39	5		119	4	2	8		2						408	9
6	125	56	85	2	25	61	40	1		173	4	4	12		14		2				478	11
7	249	122	245	1	33	129	75	3	1	320	2	6	9		16		2				964	22
8	141	47	175	4	14	71	58	1	3	184	3	2	5		5						572	13
Total	1,107	499	1,124	42	143	570	300	35	27	1,519	18	19	60		59		13				4,428	100%
%		11	25	1	3	13	7	1	1	34			1		1							

Average circulations per borrower - 4.0

3 11

APR 10 1979

Name of Library: Chinguacousy Branch

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	40	25	15	3	6	21	7	3	3	67		4	3				7				164	6
11	38	10	25	3	9	75	6	6	2	54					7						197	7
12	34	28	28	5		7	3			72		1									144	5
1	37	13	32	5	1	6	5	2	1	61			6								132	4
2	39	10	22	1	22	14	3	2		78	1				8						161	6
3	39	5	39	2	5	36	8	5	1	53					4						158	5
4	64	26	79	1	9	39	13		7	67	1		2		1						246	8
5	66	6	104	10	5	23	32	5		93	1		8								289	10
6	78	49	66	2	23	38	24	1		108	1	4	4		14		2				336	12
7	155	64	148	1	26	75	47	3	1	219	1	6	8		4		2				605	21
8	111	33	153	4	13	62	48	1	3	148	2	2	5		5						479	16
Total	705	270	713	37	119	396	196	28	18	1,020	7	17	36		43		11				2,911	100%
%		9	24	1	4	14	7	1	1	35		1	1		1							

Average circulations per borrower - 4.1

4

APR 10 19/9

Name of Library: Chinguacousy Branch: Circulation Check Out

4112

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	33	25	15			21	7			67		4	3				7				149	5
11	31	10	25			75	6			54					7						177	6
12	34	28	28	5		7	3			72		1									144	5
1	32	13	32			6	5			61			6								123	5
2	30	10	22			14	3			78	1				8						136	5
3	35	5	39			36	8			53					4						145	5
4	57	26	79			39	13			67	1		2		1						229	8
5	61	6	104	8		23	32	5		93	1		8								282	10
6	67	49	66			38	24			108	1	4	4		14		2				310	11
7	141	64	148			75	47			219	1	6	8		4		2				574	21
8	101	33	153			62	48			148	2	2	5		5						458	17
Total	626	270	713	13		396	196	5		1,020	7	17	36		43		11				2,727	100%
%		10	26			15	7			37		1	1		2							

Average circulations per borrower - 4.4

APR 10 19/9

Name of Library: Chinguacousy Branch: 16 mm Film

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	4			3				3													6	13
11	3			3				6													9	19
12																						
1	3			5				2													7	15
2	2			1				2													3	6
3	2			2				5													7	15
4	1			1																	1	2
5	2			2																	2	4
6	3			2				1													3	6
7	2			1				3													4	9
8	4			4				1													5	11
Total	26			24				23													47	
%				51				49														

Average circulations per borrower - 1.8

APR 10 1979

Name of Library: Chinguacousy Branch

OUT OF LIBRARY CIRCULATION - LISTENING CENTRE / FORM II

Hour	No. of Borrowers	Adult Items		Juvenile Items		A	B	C	D	E	EA	EB	EC	ES	F	G	GG	GO	GP	GS	GV	GW	GX	H	J	K	L	M	MA	MC	MJ	P	Q	Z	Non Fic	Total Items	
		Record	Tape	Record	Tape																															Number	Percent
10	3	6		3																													5	3	1	9	7
11	4	6	3	2																								2				6	2	1	11	8
12																																					
1	2		1	1																								1					1		2	1
2	7	16	6				1	1					1	1					1							1	1	6			1	5		3	22	16
3	2	1	4	1										1														1			2		1	1	6	4
4	6	3	6	7							1																	5				1	7	2	16	12
5	3	5																	3								1	1							5	4
6	8	18	5																								3	6	1	3	1	4		5	23	17
7	12	10	16	1							1		1						1							1	1	2	7	1	4		2	1	5	27	20
8	6	4	9	2	1			2																			1	5			2		3	3	16	12
Total	53	69	50	17	1		1	3			2		2	2					5							1	3	12	29	2	9	4	23	18	21	137	100%
%		50	37	12	1		1	2			1		1	1					4							1	2	9	21	1	7	3	17	13	15		

Average circulations per borrower - 26

APR 10 1979

Name of Library: Four Corners Branch

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	24	16	30		1	2	5			45			1				2				102	7
11	14	13	4		1	10	2	5		27			1								63	4
12	26	27	15	5	1	5	5	2		44			4								108	7
1	28	31	45			10	1			29					2						118	8
2	41	22	58		3	18	3			62			9								175	12
3	22	24	24			2	4			12											66	4
4	34	7	40		3	35	23		9	52	3										172	11
5	42	11	57		5	6	7			26	3	2			2						119	8
6	47	6	19		2	23	16			65	3		8								142	9
7	94	58	97		7	54	28			101	1		1		12						359	24
8	30	14	22		1	9	10			36	1										93	6
Total	402	229	411	5	24	174	104	7	9	499	11	2	24		16		2				1,517	100%
x		15	27		2	11	7		1	33	1		2		1							

Average circulations per borrower - 3.8

8

APR 10 1979

Name of Library: Four Corners Branch

Floor: 1

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	21	16	27							45			1				2				91	8
11	10	13	4							27											44	4
12	20	27	14							44											85	8
1	26	31	45							29					2						107	10
2	30	22	58							41											121	11
3	19	24	24							11											59	5
4	20	7	38							40	2										87	8
5	29	11	53							25	3				1						93	9
6	24	6	18							54	2										80	7
7	64	57	96							88					12						253	23
8	19	14	21							27	1										63	6
Total	282	228	398							431	8		1		15		2				1,083	100%
x		21	37							40	1				1							

Average circulations per borrower - 3.8

APR 10 1979

Name of Library: Four Corners Branch

Floor: 2

4:12

OUT OF LIBRARY CIRCULATION: FORM II

Hour	No. of Borrowers	Adult Items				Juvenile Items				Paper back	Pamp File	French Lang	For Lang	Lang Learn	Magazine	Gov't Pubn	Large Print			Other	Total Items	
		Fic	Non Fic	Film	Record & Tape	Fic	Non Fic	Film	Record & Tape												Number	Percent
10	3		3		1	2	5														11	3
11	4				1	10	2	5					1								19	4
12	6		1	5	1	5	5	2					4								23	5
1	2					10	1														11	3
2	11				3	18	3			21			9								54	12
3	3					2	4			1											7	2
4	14		2		3	35	23		9	12	1										85	20
5	13		4		5	6	7			1		2			1						26	6
6	23		1		2	23	16			11	1		8								62	14
7	30	1	1		7	54	28			13	1		1								106	24
8	11		1		1	9	10			9											30	7
Total	120	1	13	5	24	174	104	7	9	68	3	2	23		1						434	100%
%			3	1	5	40	24	2	2	16	1	1	5									

Average circulations per borrower - 3.6

10

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery — IN LIBRARY CIRCULATION: FORM II

Type of Material	Four Corners Branch Number	Four Corners Branch Percent	Chinguacousy Branch Number	Chinguacousy Branch Percent	Total Items Number	Total Items Percent
Adult Fiction	1		8	1	9	1
Non fiction	242	46	132	17	374	28
Film	6	1	5	1	11	1
Record & Tape			10	1	10	1
Juv Fiction	26	5	146	18	172	13
Non fiction	62	12	52	7	114	9
Film			9	1	9	
Record & Tape						
Paperback	11	2	16	2	27	2
Pamphlet File	10	2	11	1	21	2
French Language			3		3	
Foreign Language	1		9	1	10	1
Language Learning			2		2	
Magazine	82	15	81	10	163	12
Newspaper	36	7	68	9	104	8
Government Pubn			13	2	13	1
Large Print			1		1	
Business/Law			14	2	14	1
Map	2		5	1	7	1
Telephone Book	1		2		3	
Purple Circle			22	3	22	2
Parents Collection						
Microfilm & Microcard			20	3	20	2
Videotape			1		1	
Reference	50	9	167	21	217	16
Local History			5	1	5	
Other (specify)	1				1	
TOTAL	531	100	802	100	1333	100
%	40		60			

Name of Library: Brampton Public Library & Art Gallery — IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total Items Number	Total Items Percent
Adult Fiction	1	1							5		2	9	1
Non fiction	14	24	9	6	9	16	32	49	24	78	113	374	28
Film	3							1	1		6	11	1
Record & Tape					1	2	2		1	3	1	10	1
Juv Fiction	4	16	10	14	22	12	16	4	29	25	20	172	13
Non fiction	1	9		3	4	4		28	16	26	23	114	9
Film					6			2	1			9	
Record & Tape													
Paperback		1		1	1		7	3	3		11	27	2
Pamphlet File	1						1	7	10	2		21	2
French Language				2				1				3	
Foreign Language			1		7	1		1				10	1
Language Learning		1						1				2	
Magazine	7	18		12	7	11	20	3	23	35	22	163	12
Newspaper	2	5	1	1	1	6	3	4	14	11	56	104	8
Government Pubn			6	1		1		4			1	13	1
Large Print					1							1	
Business/Law		3	1	2	2	1	5					14	1
Map		1			1			1	4			7	1
Telephone Book			2			1						3	
Purple Circle	2	2	2	2	3			3	3	5		22	2
Parents Collection						1							
Microfilm & Microcard		7			1		1	1	2	2	6	20	2
Videotape					1							1	
Reference	3	2	11	11	14	26	15	25	25	42	43	217	16
Local History		1									4	5	
Other (specify)					1							1	
TOTAL	38	91	43	60	82	81	102	138	161	229	308	1,333	100
%	3	7	3	5	6	6	8	10	12	17	23		

APR 10 1979

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total items Number	Total items Percent
Adult Fiction	1								5		2	8	1
Non fiction	2	8	4	5	5	8	24	28	5	21	22	132	17
Film	3							1	1			5	1
Record & Tape					1	2	2		1	3	1	10	1
Juv Fiction	3	14	8	14	22	12	16	3	17	20	17	146	18
Non fiction		9				3		5	9	14	12	52	7
Film					6			2	1			9	1
Record & Tape													
Paperback		1		1	1		5		3		5	16	2
Pamphlet File	1								10			11	1
French Language				2				1				3	
Foreign Language			1		7	1						9	1
Language Learning		1						1				2	
Magazine	7	14		10	1	5	11	2	11	10	10	81	10
Newspaper	2	2	1	1	1	4	3	4	6	1	43	68	9
Government Pubn			6	1		1		4			1	13	2
Large Print					1							1	
Business/Law		3	1	2	2	1	5					14	2
Map								1	4			5	1
Telephone Book			1			1						2	
Purple Circle	2	2	2	2	3			3	3	5		22	3
Parents Collection						1							
Microfilm & Microcard		7			1		1	1	2	2	6	20	3
Videotape					1							1	
Reference	3	1	8	9	13	25	11	21	25	21	30	167	21
Local History		1									4	5	1
Other (specify)													
TOTAL	24	63	32	47	65	63	78	77	103	97	153	802	100
%	3	8	4	6	8	8	10	9	13	12	19		

Floor: 1

IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total items Number	Total items Percent
Adult Fiction	1								5		2	8	3
Non fiction		5	2	1	3	2	13	5		2	4	37	12
Film	3											3	1
Record & Tape					1	2	2		1	3	1	10	3
Juv Fiction	3	14	8	14	22	12	16	3	17	20	17	146	45
Non fiction		9				3		5	9	14	12	52	16
Film													
Record & Tape													
Paperback		1		1			5		2		5	14	4
Pamphlet File													
French Language				2				1				3	1
Foreign Language			1		7	1						9	3
Language Learning								1				1	
Magazine	1					1	1		2			5	
Newspaper					1							1	
Government Pubn													
Large Print					1							1	
Business/Law		3										3	1
Map													
Telephone Book													
Purple Circle	2	2			1			3	3	5		16	5
Parents Collection						1						1	
Microfilm & Microcard													
Videotape													
Reference					1			1		1	6	9	3
Local History											4	4	1
Other (specify)													
TOTAL	10	34	11	18	37	22	37	19	39	45	51	323	100
[illegible]	3	11	3	6	11	7	11	6	12	14	16		

4:3

14

APR 10 1979

Name of Library: Chinguacousy Branch

Floor: 2

IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total Items Number	Total Items Percent
Adult Fiction													
Non fiction	2	3	2	4	2	6	11	23	5	19	18	95	20
Film								1	1			2	
Record & Tape													
Juv Fiction													
Non fiction													
Film					6			2	1			9	2
Record & Tape													
Paperback					1				1			2	
Pamphlet File	1								10			11	2
French Language													
Foreign Language													
Language Learning		1										1	
Magazine	6	14		10	1	4	10	2	9	10	10	76	16
Newspaper	2	2	1	1		4	3	4	6	1	43	67	14
Government Pubn			6	1		1		4			1	13	3
Large Print													
Business/Law			1	2	2	1	5					11	2
Map								1	4			5	1
Telephone Book			1			1						2	
Purple Circle			2	2	2							6	1
Parents Collection													
Microfilm & Microcard		7			1		1	1	2	2	6	20	4
Videotape					1							1	
Reference	3	1	8	9	12	25	11	20	25	20	24	158	33
Local History		1										1	
Other (specify)													
TOTAL	14	29	21	29	28	42	41	58	64	52	102	480	100
	3	6	4	6	6	9	9	12	13	11	21		

106

167

4:3

1.5

APR 10 1979

Name of Library: Four Corners Branch

IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total Items Number	Total Items Percent
Adult Fiction		1										1	
Non fiction	12	16	5	1	4	8	8	21	19	57	91	242	46
Film											6	6	1
Record & Tape													
Juv Fiction	1	2	2					1	12	5	3	26	5
Non fiction	1			3	4	1		23	7	12	11	62	12
Film													
Record & Tape													
Paperback							2	3			6	11	2
Pamphlet File							1	7		2		10	2
French Language													
Foreign Language								1				1	
Language Learning													
Magazine		4		7	6	6	9	1	12	25	12	82	15
Newspaper		3				2			8	10	13	36	7
Government Pubn													
Large Print													
Business/Law													
Map		1			1							2	
Telephone Book			1									1	
Purple Circle													
Parents Collection													
Microfilm & Microcard													
Videotape													
Reference		1	3	2	1	1	4	4		21	13	50	9
Local History													
Other (specify)					Best Seller 1							1	
TOTAL	14	28	11	13	17	18	24	61	58	132	155	531	100
%	3	5	2	2	3	3	5	11	11	25	29		

4:3 16 APR 10 1979

Name of Library: Four Corners Branch
Floor: 1

IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total Items Number	Total Items Percent
Adult Fiction		1										1	
Non fiction	12	16	5	1	4	8	8	21	19	57	91	242	56
Film											6	6	1
Record & Tape													
Juv Fiction													
Non fiction													
Film													
Record & Tape													
Paperback							2				6	8	2
Pamphlet File							1	7		2		10	2
French Language													
Foreign Language													
Language Learning													
Magazine		4		7	6	6	9	1	11	25	12	81	19
Newspaper		3				2			8	10	13	36	8
Government Pubn													
Large Print													
Business/Law													
Map		1			1							2	1
Telephone Book			1									1	
Purple Circle													
Parents Collection													
Microfilm & Microcard													
Videotape													
Reference		1	3	1		1	4	2		20	13	45	10
Local History													
Other (specify)					Best seller 1							1	
TOTAL	12	26	9	9	12	17	24	31	38	114	141	433	100

4:3

17

APR 10 1976

Name of Library: Four Corners Branch

Floor: 2

IN LIBRARY CIRCULATION: FORM I

Type of Material	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	Total Items Number	Total Items Percent
Adult Fiction													
Non fiction													
Film													
Record & Tape													
Juv Fiction	1	2	2					1	12	5	3	26	27
Non fiction	1			3	4	1		23	7	12	11	62	63
Film													
Record & Tape													
Paperback								3				3	3
Pamphlet File													
French Language													
Foreign Language								1				1	1
Language Learning													
Magazine									1			1	1
Newspaper													
Government Pubn													
Large Print													
Business/Law													
Map													
Telephone Book													
Purple Circle													
Parents Collection													
Microfilm & Microcard													
Videotape													
Reference				1	1			2		1		5	5
Local History													
Other (specify)													
TOTAL 122	2	2	2	4	5	1		30	20	18	14	98	

4:3

18

APR 10 19

Name of Library: Brampton Public Library & Art Gallery

EQUIPMENT AND FACILITIES: SUMMARY SHEET I

(Indicate utilization factors)

Type of Equipment	Four Corners Branch	Chinguacousy Branch	TOTAL
Table Seats	14%	10%	11%
Art Gallery		6	6
Lounge Chairs, Couches and Benches	13	17	16
TOTAL SEATS	14%	12%	12%
Meeting Rooms (seating) (rooms)	3% 12	2% 18	3% 14
Record Players		27	14
Cassette Recorders		4	3
Headphones		1	1
Photocopiers	27	18	21
Microfilm Readers and Reader Printers		21	21
Microcard Readers and Reader Printers		9	9
Film Projectors		14	7
Slide Projectors			
Videocorder		9	9
TV		2	2
Union Catalog			
Card Catalog Drawers (Public)	1		1
AV Book (Catalogue)		1	1
Magnifying Lens			
Children's Houses	9	23	18
Preview Room (seating) (rooms)		7 18	7 18
Activity Centres (seating) (rooms)		13 18	6 9

Name of Library: Brampton Public Library & Art Gallery

4:18

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilisation Factor
Table Seats	232	280	11 x
Art Gallery	8	5	6
Lounge Chairs, Couches and Benches	108	188	16
TOTAL SEATS	348	473	12
Meeting Rooms (seating) (rooms)	280 / 4	84 / 6	3 / 14
Record Players	2	3	14
Cassette Recorders	6	2	3
Headphones	50	7	1
Photocopiers	3	7	21
Microfilm Readers and Reader Printers	3	7	21
Microcard Readers and Reader Printers	1	1	9
Film Projectors	4	3	7
Slide Projectors	2		
Videocorder	1	1	9
TV	6	1	2
Union Catalog	630	13	
Card Catalog Drawers (Public)	744	44	1
AV Book Catalogue	1	1	1
Magnifying Lens	3		
Children's Houses	3	6	18
Preview Room (seating) (rooms)	25 / 1	20 / 2	7 / 18
Other (specify) Activity Centres (seating) (rooms)	55 / 2	36 / 2	6 / 9

APR 10 1979

Name of Library: Four Corners Branch

4:18

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilisation Factor
Table Seats	65	99	14 x
Art Gallery			
Lounge Chairs, Couches and Benches	40	59	13
TOTAL SEATS	105	158	14
Meeting Rooms (seating) (rooms)	205 3	64 4	3 12
Record Players	1		
Cassette Recorders	1		
Headphones	7		
Photocopiers	1	3	27
Microfilm Readers and Reader Printers			
Microcard Readers and Reader Printers			
Film Projectors	2		
Slide Projectors			
Videocorder			
TV	1		
Union Catalog			
Card Catalog Drawers (Public)	287	24	1
Magnifying Lens	1		
Children's Houses	1	1	9
Preview Room			
Other (specify) Activity Centre (seating) (rooms)	30 1		

APR 10 1979

Name of Library: Four Corners Branch

4:18

Floor: 1

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilization Factor
Table Seats	45	77	16 %
Art Gallery			
Lounge Chairs, Couches and Benches	31	51	15
TOTAL SEATS	76	128	15
Meeting Rooms (seating) (rooms)	150 1	56 2	3 18
Record Players			
Cassette Recorders			
Headphones			
Photocopiers	1	3	27
Microfilm Readers and Reader Printers			
Microcard Readers and Reader Printers			
Film Projectors	1		
Slide Projectors			
Videocorder			
TV			
Union Catalog			
Card Catalog Drawers (Pub[illegible])	235	17	1
Magnifying Lens	1		
Children's Houses			
Preview Room			
Other (specify) Activity Centre (seating) (rooms)	30 1		

APR 10 1979

Name of Library: Four Corners Branch

4:18

Floor: 2

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilization Factor
Table Seats	20	22	10 %
Art Gallery			
Lounge Chairs, Couches and Benches	9	8	8
TOTAL SEATS	29	30	9
Meeting Rooms (seating) (rooms)	55 2	8 2	1 9
Record Players	1		
Cassette Recorders	1		
Headphones	7		
Photocopiers			
Microfilm Readers and Reader Printers			
Microcard Readers and Reader Printers			
Film Projectors	1		
Slide Projectors			
Videocorder			
TV	1		
Union Catalog			
Card Catalog Drawers (Public)	52	7	1
Magnifying Lens			
Children's Houses	1	1	9
Preview Room			
Other (specify)			

APR 10 1979

Name of Library: Chingnaconsy Branch

4:18

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilization Factor
Table Seats	167	181	10 %
Art Gallery	8	5	6
Lounge Chairs, Couches and Benches	68	129	17
TOTAL SEATS	243	315	12
Meeting Rooms (seating) (rooms)	75 1	20 2	2 18
Record Players	1	3	27
Cassette Recorders	5	2	4
Headphones	43	7	1
Photocopiers	2	4	18
Microfilm Readers and Reader Printers	3	7	21
Microcard Readers and Reader Printers	1	1	9
Film Projectors	2	3	14
Slide Projectors	2		
Videocorder	1	1	9
TV	5	1	2
Union Catalog	630	13	
Card Catalog Drawers (Public)	457	20	
AV Book Catalogue	7	1	1
Magnifying Lens	2		
Children's Houses	2	5	23
Preview Room (seating) (rooms)	25 1	28 2	7 18
Other (specify) Activity Centre (seating) (rooms)	25 1	36 2	13 18

APR 10 1979

Name of Library: Chinguacousy Branch

4:18

Floor: 1

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilization Factor
Table Seats	61	62	9
Art Gallery	8	5	6
Lounge Chairs, Couches and Benches	39	70	16
TOTAL SEATS	108	137	12
Meeting Rooms (seating)			
Record Players	1	3	27
Cassette Recorders	2	2	9
Headphones	41	7	2
Photocopiers	1	2	18
Microfilm Readers and Reader Printers			
Microcard Readers and Reader Printers			
Film Projectors	1		
Slide Projectors			
Videocorder			
TV	1		
Union Catalog	630	13	
Card Catalog Drawers (Public)	189	8	
Magnifying Lens	1		
Children's Houses	2	5	23
Preview Room			
Other (specify) Activity Centre (seating)	25	36	13
(rooms)	1	2	18

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Name of Library: Chignaconay Branch 4:18

Floor: 2

EQUIPMENT AND FACILITIES: FORM II

Type of Equipment	No. Available	No. of Users	Utilization Factor
Table Seats	106	119	10 %
Art Gallery			
Lounge Chairs, Couches and Benches	29	59	19
TOTAL SEATS	135	178	12
Meeting Rooms (seating) (rooms)	75 1	20 2	2 18
Record Players			
Cassette Recorders	3		
Headphones	2		
Photocopiers	1	2	18
Microfilm Readers and Reader Printers	3	7	21
Microcard Readers and Reader Printers	1	1	9
Film Projectors	1	3	27
Slide Projectors	2		
Videocorder	1	1	9
TV	4	1	2
Union Catalog			
Card Catalog Drawers (Public)	268	12	
AV Book Catalogue	1	1	1
Magnifying Lens	1		
Children's Houses			
Preview Room (seating) (rooms)	25 1	20 2	7 18
Other (specify)			

Name of Library: Brampton Public Library + Art Gallery

EQUIPMENT AND FACILITIES: FORM I
(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	15	9	5	16	18	23	30	18	38	57	51	280
Art Gallery								1			4	5
Lounge Chairs, Couches and Benches	7	7	15	14	12	19	9	17	28	30	30	188
TOTAL SEATS No.	22	16	20	30	30	42	39	36	66	87	85	473
%	5	3	4	6	6	9	8	8	14	18	18	100
Meeting Rooms (seating)										33	51	84
(rooms)										3	3	6
Record Players					1				1	1		3
Cassette Recorders									1	1		2
Headphones					1				3	3		7
Photocopiers			1		1	2	2			1		7
Microfilm Readers and Reader Printers	3			1				1		1	1	7
Microcard Readers and Reader Printers	1											1
Film Projectors	1			1				1				3
Slide Projectors												
Video corder					1							1
TV					1							1
Union Catalog	3	3	1	3	2	1						1,3
Card Catalog Drawers (Public)	1		1	3	3	2	3	7	9	10	5	44
AV Book Catalogue				1								
Magnifying Lens												1
Children's Houses	1				2				1	2		6
Preview Room (seating)	17							3				20
(rooms)	1							1				2
Other (Specify) Activity Centres (seating)	20				16							36
(rooms)	1				1							2

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Name of Library: Four Corners Branch

EQUIPMENT AND FACILITIES: FORM 1
(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	3	4		3	6	11	9	11	18	17	17	99
Art Gallery												
Lounge Chairs, Couches and Benches		2	8	6	4	2	2	7	11	11	6	59
TOTAL SEATS No.	3	6	8	9	10	13	11	18	29	28	23	158
%	2	4	5	6	6	8	7	11	18	18	15	100
Meeting Rooms (seating)										23	41	64
(rooms)										2	2	4
Record Players												
Cassette Recorders												
Headphones												
Photocopiers			1			1				1		3
Microfilm Readers and Reader Printers												
Microcard Readers and Reader Printers												
Film Projectors												
Slide Projectors												
Videocorder												
TV												
Union Catalog												
Card Catalog Drawers (Public)						1	1	5	6	9	2	24
Magnifying Lens												
Children's Houses										1		1
Preview Room												
Activity Centre												

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Name of Library: Four Corners Branch
Floor: 1

EQUIPMENT AND FACILITIES: FORM I
(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	3	4		3	6	11	6	4	12	13	15	77
Art Gallery												
Lounge Chairs, Couches and Benches		2	8	6	4	2	2	6	5	10	6	51
TOTAL SEATS No.	3	6	8	9	10	13	8	10	17	23	21	128
%	2	5	6	7	8	10	6	8	13	18	16	100
Meeting Rooms (seating)										20	36	56
(rooms)										1	1	2
Record Players												
Cassette Recorders												
Headphones												
Photocopiers			1			1				1		3
Microfilm Readers and Reader Printers												
Microcard Readers and Reader Printers												
Film Projectors												
Slide Projectors												
Videocorder												
TV												
Union Catalog												
Card Catalog Drawers (Public)							1	4	4	6	2	17
Magnifying Lens												
Children's Houses												
Preview Room												
Other (Specify) Activity Centre												

Name of Library: Four Corners Branch
Floor: 2

EQUIPMENT AND FACILITIES: FORM I
(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats							3	7	6	4	2	22
Art Gallery												
Lounge Chairs, Couches and Benches								1	6	1		8
TOTAL SEATS No.							3	8	12	5	2	30
%												
Meeting Rooms (seating)										3	5	8
(rooms)										1	1	2
Record Players												
Cassette Recorders												
Headphones												
Photocopiers												
Microfilm Readers and Reader Printers												
Microcard Readers and Reader Printers												
Film Projectors												
Slide Projectors												
Videocorder												
TV												
Union Catalog												
Card Catalog Drawers (Public)						1		1	2	3		7
Magnifying Lens												
Children's Houses										1		1
Preview Room												
Other (Specify)												

30

APR 10 1979

Name of Library: [illegible]

(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	12	5	5	13	12	12	21	7	20	40	34	181
Art Gallery								1			4	5
Lounge Chairs, Couches and Benches	7	5	7	8	8	17	7	10	17	19	24	129
TOTAL SEATS No.	19	10	12	21	20	29	28	18	37	59	62	315
%	6	3	4	7	6	9	9	6	12	19	20	100
Meeting Rooms (seating)										10	10	20
(rooms)										1	1	2
Record Players					1				1	1		3
Cassette Recorders									1	1		2
Headphones					1				3	3		7
Photocopiers					1	1	2					4
Microfilm Readers and Reader Printers	3			1				1		1	1	7
Microcard Readers and Reader Printers	1											1
Film Projectors	1			1				1				3
Slide Projectors												
Video corder					1							1
TV					1							1
Union Catalog	3	3	1	3	2	1						13
Card Catalog Drawers (Public)	1		1	3	3	1	2	2	3	1	3	20
AV film Catalogue				1								1
Magnifying Lens												
Children's Houses	1				2				1	1		5
Preview Room (seating)	17							3				20
(rooms)	1							1				2
Activity Centre (seating)	20				16							36
(rooms)	1				1							2

APR 10 1979

Name of Library: Chinguacousy Branch
Floor: 1

EQUIPMENT AND FACILITIES:
(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	9			2	4	2	6	4	7	16	12	62
Art Gallery								1			4	5
Lounge Chairs, Couches and Benches	3	4	4	5	4	10	1	4	10	12	13	70
TOTAL SEATS No.	12	4	4	7	8	12	7	9	17	28	29	137
%	9	3	3	5	6	9	5	7	12	20	21	100
Meeting Rooms (seating)												
Record Players					1				1	1		3
Cassette Recorders									1	1		2
Headphones					1				3	3		7
Photocopiers						1	1					2
Microfilm Readers and Reader Printers												
Microcard Readers and Reader Printers												
Film Projectors												
Slide Projectors												
Videocorder												
TV												
Union Catalog	3	3	1	3	2	1						13
Card Catalog Drawers (Public)	1			1			1		3	1	1	8
Magnifying Lens												
Children's Houses	1				2				1	1		5
Preview Room												
Other (Specify) Activity Centre (seating)	20				16							36
Other (Specify) Activity Centre (rooms)	1				1							2

APR 10 1979

Name of Library: Cataloging Annex

Floor: 2

(Indicate number of persons using)

Type of Equipment	10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Table Seats	3	5	5	11	8	10	15	3	13	24	22	119
Art Gallery												
Lounge Chairs, Couches and Benches	4	1	3	3	4	7	6	6	7	7	11	59
TOTAL SEATS No.	7	6	8	14	12	17	21	9	20	31	33	178
%	4	3	4	8	7	10	12	5	11	17	19	100
Meeting Rooms (seating)										10	10	20
(rooms)										1	1	2
Record Players												
Cassette Recorders												
Headphones												
Photocopiers					1		1					2
Microfilm Readers and Reader Printers	3			1				1		1	1	7
Microcard Readers and Reader Printers	1											1
Film Projectors	1			1				1				3
Slide Projectors												
Videocorder					1							1
TV					1							1
Union Catalog												
Card Catalog Drawers (Public)			1	2	3	1	1	2			2	12
AV Book Catalogue				1								1
Magnifying Lens												
Children's Houses												
Preview Room (seating)	17							3				20
(rooms)	1							1				2
Other (Specify)				1								

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM III

(Departmental or Branch Utilization and Availability)

Name of Department or Branch	Total Staff		Administrative Utilization	Probability of Immediate Service
Four Corners Branch	Assigned	67	22 %	35 %
	Available	52		
	Assisting	34		
Chinguacousy Branch	Assigned	193	32 %	44 %
	Available	132		
	Assisting	74		
	Assigned		%	%
	Available			
	Assisting			
TOTAL	Assigned	260	29 %	41 %
	Available	184		
	Assisting	108		

Administrative Utilization = 100% - $\frac{\text{Available Staff x 100\%}}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff x 100\%}}{\text{Available Staff}}$

34 5:6 APR 10 1979

Name of Library: Four Corners Branch

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM III

(Departmental or Branch Utilization and Availability)

Name of Department or Branch	Total Staff		Administrative Utilization	Probability of Immediate Service
Reference - First Floor	Assigned	26	23 %	50 %
	Available	20		
	Assisting	10		
Circulation - First Floor	Assigned	21	38 %	15 %
	Available	13		
	Assisting	11		
Reference - Second Floor	Assigned	20	5 %	32 %
	Available	19		
	Assisting	13		
TOTAL	Assigned	67	22 %	35 %
	Available	52		
	Assisting	34		

Administrative Utilization = 100% - $\frac{\text{Available Staff x 100\%}}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff x 100\%}}{\text{Available Staff}}$

5:6 APR 10 1979

Name of Library: ~~Chinguacousy Branch~~

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM III

(Departmental or Branch Utilization and Availability)

Name of Department or Branch	Total Staff		Administrative Utilization	Probability of Immediate Service
Circulation	Assigned	58	41 %	38 %
	Available	34		
	Assisting	21		
Information Centre	Assigned	11	— %	36 %
	Available	11		
	Assisting	7		
Listening Centre	Assigned	19	21 %	73 %
	Available	15		
	Assisting	4		
Cultural Services	Assigned	27	37 %	35 %
	Available	17		
	Assisting	11		

Administrative Utilization = 100% - $\frac{\text{Available Staff x 100\%}}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff x 100\%}}{\text{Available Staff}}$

36 5:6 APR 10 1969

Name of Library: Chinguacousy Branch

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM III

(Departmental or Branch Utilization and Availability)

Name of Department or Branch	Total Staff		Administrative Utilization	Probability of Immediate Service
Information Services	Assigned	41	49 %	50 %
	Available	22		
	Assisting	11		
Audio Visual Services	Assigned	25	8 %	26 %
	Available	23		
	Assisting	14		
Information Brampton	Assigned	12	17 %	70 %
	Available	10		
	Assisting	3		
TOTAL	Assigned	193	32 %	44 %
	Available	132		
	Assisting	74		

Administrative Utilization = 100% - $\frac{\text{Available Staff x 100\%}}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff x 100\%}}{\text{Available Staff}}$

37 5:6 APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM II

(Hourly Utilization and Availability of Public Service Personnel)

Name of Department		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Four Corners Branch	Administrative Utilization	— %	— %	— %	20%	17%	43%	14%	— %	25%	38%	50%	22%
	Probability of Immediate Service	—	—	50	50	80	25	17	80	17	—	75	35
Chinguacousy Branch	Administrative Utilization	35	35	38	25	30	35	41	29	32	26	21	32
	Probability of Immediate Service	27	64	20	78	50	23	40	58	46	14	67	44
	Administrative Utilization												
	Probability of Immediate Service												
	Administrative Utilization												
	Probability of Immediate Service												
TOTAL	Administrative Utilization	29	27	30	24	27	37	33	23	30	30	30	29
	Probability of Immediate Service	20%	44%	29%	69%	58%	24%	31%	65%	37%	11%	68%	41%

Administrative Utilization = 100% - $\frac{\text{Available Staff} \times 100\%}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff} \times 100\%}{\text{Available Staff}}$

5:5 38 APR 10 197

Name of Library: Four Corners Branch

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM II

(Hourly Utilization and Availability of Public Service Personnel)

Name of Department		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Reference – First Floor	Administrative Utilization	– %	– %	– %	33%	– %	33%	33%	– %	50%	50%	50%	23%
	Probability of Immediate Service	–	–	100	100	100	–	50	100	–	–	100	50
Circulation – First Floor	Administrative Utilization	–	–	–	–	50	67	–	–	33	67	67	38
	Probability of Immediate Service	–	–	–	–	–	–	–	50	–	–	100	15
Reference – Second Floor	Administrative Utilization	–	–	–	–	–	–	–	–	–	–	33	5
	Probability of Immediate Service	–	–	–	–	100	100	–	100	33	–	50	32
	Administrative Utilization												
	Probability of Immediate Service												
TOTAL	Administrative Utilization	–	–	–	20	17	43	14	–	25	38	50	22
	Probability of Immediate Service	– %	– %	50%	50%	80%	25%	17%	80%	17%	– %	75%	35%

Administrative Utilization = 100% - $\frac{\text{Available Staff} \times 100\%}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff} \times 100\%}{\text{Available Staff}}$

5:5 39 APR 10 197

Name of Library: Chinguacousy Branch (1 of 2)

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM II

(Hourly Utilization and Availability of Public Service Personnel)

Name of Department		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Circulation	Administrative Utilization	50%	50%	50%	50%	33%	33%	— %	50%	56%	33%	33%	41%
	Probability of Immediate Service	—	50	—	—	50	50	—	75	50	17	67	38
Information Centre	Administrative Utilization	—	—	—	—	—	—	—	—	—	—	—	—
	Probability of Immediate Service	—	100	—	100	—	—	—	—	100	—	100	36
Listening Centre	Administrative Utilization	—	—	—	50	—	50	50	—	—	50	—	21
	Probability of Immediate Service	—	100	100	100	100	—	—	100	100	—	100	73
Cultural Services	Administrative Utilization	—	50	50	50	33	67	—	33	33	33	33	37
	Probability of Immediate Service	—	—	100	—	50	—	100	50	—	50	50	35
Information Services	Administrative Utilization	60	60	60	—	67	50	60	—	—	—	—	49
	Probability of Immediate Service	100	100	—	100	50	—	100	—	50	—	50	50

Administrative Utilization = 100% - $\frac{\text{Available Staff} \times 100\%}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff} \times 100\%}{\text{Available Staff}}$

5:5 40 APR 10 1975

Name of Library: Chinguacousy Branch (2 of 2)

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM II

(Hourly Utilization and Availability of Public Service Personnel)

Name of Department		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Audio Visual Services	Administrative Utilization	— %	— %	— %	— %	— %	— %	67 %	— %	— %	— %	— %	8 %
	Probability of Immediate Service	50	—	—	100	33	—	—	50	—	—	50	26
Information Brampton	Administrative Utilization	50	—	—	—	—	—	50	← Closed →				17
	Probability of Immediate Service	—	100	—	100	50	100	100					70
	Administrative Utilization												
	Probability of Immediate Service												
	Administrative Utilization												
	Probability of Immediate Service												
TOTAL	Administrative Utilization	35	35	38	25	30	35	41	29	32	26	21	32
	Probability of Immediate Service	27%	64%	20%	78%	50%	23%	40%	58%	46%	14%	67%	44%

Administrative Utilization = 100% - $\frac{\text{Available Staff} \times 100\%}{\text{Assigned Staff}}$

Prob. of Immediate Service = 100% - $\frac{\text{Assisting Staff} \times 100\%}{\text{Available Staff}}$

Name of Library: Brampton Public Library + Art Gallery

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM I

(Number of Public Service Personnel)

Name of Department or Branch		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Four Corners Branch	Assigned	4	5	4	5	6	7	7	5	8	8	8	67
	Available	4	5	4	4	5	4	6	5	6	5	4	52
	Assisting	4	5	2	2	1	3	5	1	5	5	1	34
Chinguacousy Branch	Assigned	17	17	16	12	20	20	17	17	19	19	19	193
	Available	11	11	10	9	14	13	10	12	13	14	15	132
	Assisting	8	4	8	2	7	10	6	5	7	12	5	74
	Assigned												
	Available												
	Assisting												
	Assigned												
	Available												
	Assisting												
TOTAL	Assigned	21	22	20	17	26	27	24	22	27	27	27	260
	Available	15	16	14	13	19	17	16	17	19	19	19	184
	Assisting	12	9	10	4	8	13	11	6	12	17	6	108

Assigned - Staff scheduled in for day including Department Head and/or Supervisor
Available - Scheduled on desk (including back up staff)
Assisting - Staff member interacting with patron at time of in library count

APR 10 1979

Name of Library: Four Corners Branch

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM I

(Number of Public Service Personnel)

Name of Department or Branch		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Reference - First Floor	Assigned	2	3	2	3	3	3	3	1	2	2	2	26
	Available	2	3	2	2	3	2	2	1	1	1	1	20
	Assisting	2	3				2	1		1	1		10
Circulation - First Floor	Assigned	1	1	1	1	2	3	1	2	3	3	3	21
	Available	1	1	1	1	1	1	1	2	2	1	1	13
	Assisting	1	1	1	1	1	1	1	1	2	1		11
Reference - Second Floor	Assigned	1	1	1	1	1	1	3	2	3	3	3	20
	Available	1	1	1	1	1	1	3	2	3	3	2	19
	Assisting	1	1	1	1			3		2	3	1	13
	Assigned												
	Available												
	Assisting												
TOTAL	Assigned	4	5	4	5	6	7	7	5	8	8	8	67
	Available	4	5	4	4	5	4	6	5	6	5	4	52
	Assisting	4	5	2	2	1	3	5	1	5	5	1	34

Assigned - Staff scheduled in for day including Department Head and/or Supervisor
Available - Scheduled on desk (including back up staff)
Assisting - Staff member interacting with patron at time of in library count .

APR 10 1979

Name of Library: Chinguacousy Branch (1 of 2)

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM I

(Number of Public Service Personnel)

Name of Department or Branch		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Circulation	Assigned	4	4	4	2	3	3	3	8	9	9	9	58
	Available	2	2	2	1	2	2	3	4	4	6	6	34
	Assisting	2	1	2	1	1	1	3	1	2	5	2	21
Information Centre	Assigned	1	1	1	1	1	1	1	1	1	1	1	11
	Available	1	1	1	1	1	1	1	1	1	1	1	11
	Assisting	1		1		1	1	1	1		1		7
Listening Centre	Assigned	1	1	1	2	2	2	2	2	2	2	2	19
	Available	1	1	1	1	2	1	1	2	2	1	2	15
	Assisting	1					1	1			1		4
Cultural Services	Assigned	2	2	2	2	3	3	1	3	3	3	3	27
	Available	2	1	1	1	2	1	1	2	2	2	2	17
	Assisting	2	1		1	1	1		1	2	1	1	11
Information Services	Assigned	5	5	5	2	6	6	5	1	2	2	2	41
	Available	2	2	2	2	2	3	2	1	2	2	2	22
	Assisting			2		1	3		1	1	2	1	11

Assigned - Staff scheduled in for day including Department Head and/or Supervisor
Available - Scheduled on desk (including back up staff)
Assisting - Staff member interacting with patron at time of in library count

APR 10 1979

Name of Library: Chinguacousy Branch (2 of 2)

PUBLIC SERVICE PERSONNEL UTILIZATION AND AVAILABILITY: FORM I

(Number of Public Service Personnel)

Name of Department or Branch		10:30	11:30	12:30	1:30	2:30	3:30	4:30	5:30	6:30	7:30	8:30	TOTAL
Audio Visual Services	Assigned	2	2	2	2	3	3	3	2	2	2	2	25
	Available	2	2	2	2	3	3	1	2	2	2	2	23
	Assisting	1	2	2		2	3	1	1	2	2	1	17
Information Brampton	Assigned	2	2	1	1	2	2	2	<Closed>				12
	Available	1	2	1	1	2	2	1					10
	Assisting	1		1		1							3
	Assigned												
	Available												
	Assisting												
	Assigned												
	Available												
	Assisting												
TOTAL	Assigned	17	17	16	12	20	20	17	17	19	19	19	193
	Available	11	11	10	9	14	13	10	12	13	14	15	132
	Assisting	8	4	8	2	7	10	6	5	7	12	5	74

Assigned - Staff scheduled in for day including Department Head and/or Supervisor
Available - Scheduled on desk (including back up staff)
Assisting - Staff member interacting with patron at time of in library count

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APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET III

Column No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Branch	In Person		Phone		Mail		Teleprinter		Total		Organization		Student		Adult		Youth (18 & under		Other Branch/dept.		Other lib. Outside BPL	
	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P
Four Corners	120	21	20	13					140	18			40	21	60	16	36	28	4	27		
Chinguacousy	459	79	130	87	7	100	55	100	651	82	6	100	154	79	323	84	94	72	11	73	63	100
TOTAL	579 a	b	150 c	d	7 e	f	55 g	h	791 i	j	6 k	l	194 m	n	383 o	p	130 q	r	15 s	t	63 u	v

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APR 10 1979

5:16

Name of Library: Four Corners Branch

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET III

Column No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Department or Branch	In Person		Phone		Mail		Teleprinter		Total		Organization		Student		Adult		Youth (18 & under		Other Branch/dept.		Other lib. Outside BPL	
	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P
Reference & Circ. - First Floor	79	66	17	85					96	69			36	90	48	80	8	22	4	100		
Reference & Circ. - Second Floor	41	34	3	15					44	31			4	10	12	20	28	78				
TOTAL	120 a	b	20 c	d	e	f	g	h	140 i	j	k	l	40 m	n	60 o	p	36 q	r	4 s	t	u	v

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5:18

APR 10 1979

Name of Library: Chinguacousy Branch

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET III.

Column No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Department or Branch	In Person		Phone		Mail		Teleprinter		Total		Organization		Student		Adult		Youth (18 & under		Other Branch/dept.		Other lib. Outside BPL	
	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P	N	P
Information Centre	50	11	7	5					57	9			18	12	35	11	4	4				
Interloan	1		3	2	7	100	40	73	51	8					3	1	1	1			47	75
Listening Centre	22	5	4	3					26	4					19	6	7	7				
Cultural Services	130	28	18	14					148	23	1	17	60	39	60	19	21	22	6	55		
Information Services	150	33	20	15			4	7	174	27	2	33	54	35	88	27	21	22	5	45	4	6
Audio Visual Services	106	23	42	32			11	20	159	24	2	33	21	14	87	27	37	39			12	19
Information Brampton			36	28					36	6	1	17	1	1	31	10	3	3				
TOTAL	459 a	b	130 c	d	7 e	f	55 g	h	651 i	j	6 k	l	154 m	n	323 o	p	94 q	r	11 s	t	63 u	v

APR 10 1979

5:18

Name of Library: **Brampton Public Library & Art Gallery**

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET II

(Whole Library or Library System)

Column No.	1	2	3	4	5	6	7	8	9	10	11
Branch	Type of Question: Directional No.	Directional % TQ	Directional % TI	Bibliographical No.	Bibliographical % TQ	Bibliographical % TI	Subject No.	Subject % TQ	Subject % TI	Total Questions No.	Total Questions % TQ
Four Corners	14	10	8	35	25	17	91	65	22	140	18
Chinguacousy	161	25	92	170	26	83	320	49	78	651	82
TOTAL TYPE OF INFORMATION	175 a	b	22 c	205 d	e	26 f	411 g	h	52 i	791 j	k

Name of Library: Four Corners Branch

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET II

(Whole Library or Library System)

Column No.	1	2	3	4	5	6	7	8	9	10	11
Department	Type of Question										
	Directional			Bibliographical			Subject			Total Questions	
	No.	% TQ	% TI	No.	% TQ	% TI	No.	% TQ	% TI	No.	% TQ
Reference & Circ. - First Floor	7	7	50	29	30	83	60	63	66	96	69
Reference & Circ. - Second Floor	7	16	50	6	14	17	31	70	34	44	31
TOTAL TYPE OF INFORMATION	14 a	b	10 c	35 d	e	25 f	91 g	h	65 i	140 j	k

5:15

50

APR 10 1979

Name of Library: Chinguacousy Branch

5:15

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET II

(Whole Library or Library System)

Column No.	1	2	3	4	5	6	7	8	9	10	11
Department	Type of Question										
	Directional			Bibliographical			Subject			Total Questions	
	No.	% TQ	% TI	No.	% TQ	% TI	No.	% TQ	% TI	No.	% TQ
Information Centre	31	54	19	21	37	12	5	9	2	57	9
Interloan	4	8	2	46	90	27	1	2		51	8
Listening Centre	17	65	11	5	19	3	4	15	1	26	4
Cultural Services	30	20	19	14	9	8	104	70	33	148	23
Information Services	48	28	30	42	24	24	84	48	26	174	27
Audio Visual Services	31	20	19	42	26	25	86	54	27	159	24
Information Brampton							36	100	11	36	6
TOTAL TYPE OF INFORMATION	161 a	b	25 c	170 d	e	26 f	320 g	h	49 i	651 j	k

5 1

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET I

(Whole Library or System)

Branch		Number of Questions By Hour													Department or Branch TOTAL	
		9	10	11	12	1	2	3	4	5	6	7	8		No.	%
Four Corners			6	8	8	7	14	15	12	10	22	19	19		140	18
Chinguacousy		18	76	55	39	27	70	63	69	38	65	71	60		651	82
HOURLY TOTAL	No.	18	82	63	47	34	84	78	81	48	87	90	79		791	
	%	2	10	8	6	4	11	10	10	6	11	11	10			100

5:13 52 APR 10 1979

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET I

(Whole Library or System)

Department		Number of Questions By Hour													Department or Branch TOTAL	
		9	10	11	12	1	2	3	4	5	6	7	8		No.	%
Reference & Circ. - First Floor			5	6	8	5	13	12	5	4	12	13	13		96	69
Reference & Circ. - Second Floor			1	2		2	1	3	7	6	10	6	6		44	31
HOURLY TOTAL	No.		6	8	8	7	14	15	12	10	22	19	19		140	
	%		4	6	6	5	10	11	9	7	16	14	14			100

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APR 10 1979

Name of Library: Chinguacousy Branch

PATTERNS OF INFORMATION REQUESTS: SUMMARY SHEET I

(Whole Library or System)

Department		Number of Questions By Hour												Department or Branch TOTAL	
		9	10	11	12	1	2	3	4	5	6	7	8	No.	%
Information Centre			7	6	6	2	4	4	10	3	6	4	5	57	9
Interloan		4	6				22	5	14					51	8
Listening Centre			2	4	1	1	5	2	2	4	3		2	26	4
Cultural Services			16	5	9	7	6	3	10	17	27	31	17	148	23
Information Services		3	14	17	7	7	10	15	18	10	21	27	25	174	27
Audio Visual Services		11	19	14	11	8	18	34	12	4	8	9	11	159	24
Information Brampton			12	9	5	2	5		3					36	6
HOURLY TOTAL	No.	18	76	55	39	27	70	63	69	38	65	71	60	651	
	%	3	12	8	6	4	11	10	11	6	10	11	9		100

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Name of Library: Brampton Public Library & Art Gallery

APR 10 1979

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	282	32
Reference Collection	80	9
Circulating Collection	393	44
Periodical or Newspaper Index	12	1
Periodical or Newspaper	26	3
Pamphlet File	28	3
Government Publication	18	2
Other Library Source (Specify)	18	2
Other Branch/Dept	22	2
Other Library (Outside BPL)	4	
Other Organization	2	
Total	885	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	588	79
Referred to other branch/department	63	8
Referred elsewhere	34	5
Follow up needed	45	6
Not answered	13	2
Total	743	100

APR 10 1979

Name of Library: Four Corners Branch

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS
(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	96	39
Reference Collection	21	9
Circulating Collection	97	40
Periodical or Newspaper Index	3	1
Periodical or Newspaper	2	1
Pamphlet File	13	5
Government Publication	1	
Other Library Source (Specify)	3	1
Other Branch/Dept	8	3
Other Library (Outside BPL)	1	
Other Organization		
Total	245	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	124	70
Referred to other branch/department	12	7
Referred elsewhere	3	2
Follow up needed	27	15
Not answered	10	6
Total	176	100

APR 10 1979

Name of Library: Four Corners Branch Department: Reference & Circ. - First Floor

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	69	39
Reference Collection	20	11
Circulating Collection	68	39
Periodical or Newspaper Index	3	2
Periodical or Newspaper	1	1
Pamphlet File	7	4
Government Publication	1	1
Other Library Source (Specify)	2	1
Other Branch/Dept	3	2
Other Library (Outside BPL)	1	1
Other Organization		
Total	175	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	87	67
Referred to other branch/department	9	7
Referred elsewhere	3	2
Follow up needed	22	17
Not answered	9	7
Total	130	100

Name of Library: Four Corners Branch

Department: Reference & Circ. - Second Floor

APR 10 1979

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	27	36
Reference Collection	1	1
Circulating Collection	29	38
Periodical or Newspaper Index		
Periodical or Newspaper	1	1
Pamphlet File	6	8
Government Publication		
Other Library Source (Specify)	1	1
Other Branch/Dept	5	7
Other Library (Outside BPL)		
Other Organization		
Total	70	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	37	77
Referred to other branch/department	3	6
Referred elsewhere		
Follow up needed	5	10
Not answered	1	6
Total	46	100

APR 10 1979

Name of Library: Chinguacousy Branch

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS
(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	186	29
Reference Collection	59	9
Circulating Collection	296	46
Periodical or Newspaper Index	9	1
Periodical or Newspaper	24	4
Pamphlet File	15	2
Government Publication	17	3
Other Library Source (Specify)	15	2
Other Branch/Dept	14	2
Other Library (Outside BPL)	3	1
Other Organization	2	
Total	640	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	464	82
Referred to other branch/department	51	10
Referred elsewhere	31	5
Follow up needed	18	3
Not answered	3	1
Total	567	100

Name of Library: Chinguacousy Branch Department: Information Centre

APR 10 1975

PATTERNS OF INFORMATION REQUESTS: FORM I I

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	7	47
Reference Collection		
Circulating Collection	3	20
Periodical or Newspaper Index		
Periodical or Newspaper	2	13
Pamphlet File		
Government Publication		
Other Library Source (Specify)	1	7
Other Branch/Dept	1	7
Other Library (Outside BPL)		
Other Organization	1	7
Total	15	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	16	59
Referred to other branch/department	9	33
Referred elsewhere		
Follow up needed		
Not answered	2	8
Total	27	100

APR 10 1979

Name of Library: Chinguacousy Branch Department: Interloan

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	38	68
Reference Collection		
Circulating Collection	15	27
Periodical or Newspaper Index		
Periodical or Newspaper		
Pamphlet File		
Government Publication		
Other Library Source (Specify)	2	4
Other Branch/Dept	1	2
Other Library (Outside BPL)		
Other Organization		
Total	56	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	41	93
Referred to other branch/department	3	7
Referred elsewhere		
Follow up needed		
Not answered		
Total	44	100

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Name of Library: Chinguacousy Branch Department: Listening Centre

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	3	23
Schwann's		
Circulating Collection	10	77
Other Library Source (Specify)		
Other Branch/Dept		
Total	13	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	10	67
Referred to other branch/department	5	33
Referred elsewhere		
Follow up needed		
Not answered		
Total	15	100

APR 10 1979

Name of Library: Chinguacousy Branch Department: Cultural Services

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	30	21
Reference Collection	6	4
Circulating Collection	94	67
Periodical or Newspaper Index		
Periodical or Newspaper		
Pamphlet File	4	3
Government Publication		
Other Library Source (Specify)	4	3
Other Branch/Dept	3	2
Other Library (Outside BPL)		
Other Organization		
Total	141	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	110	83
Referred to other branch/department	19	14
Referred elsewhere		
Follow up needed	4	3
Not answered		
Total	133	100

APR 10 1979

Name of Library: Chinguacousy Branch Department: Information Services

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue	59	26
Reference Collection	41	18
Circulating Collection	50	22
Periodical or Newspaper Index	9	4
Periodical or Newspaper	22	10
Pamphlet File	11	5
Government Publication	17	7
Other Library Source (Specify)	7	3
Other Branch/Dept	8	4
Other Library (Outside BPL)	3	1
Other Organization		
Total	227	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	136	80
Referred to other branch/department	15	9
Referred elsewhere	4	2
Follow up needed	13	8
Not answered	1	1
Total	169	100

Name of Library: Chinguacousy Branch Department: Audio Visual Services

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
BPL Catalogue	15	10
CORL Catalogue	10	7
Reference Collection		
Circulating Collection	124	82
Other Library Source (Specify)	1	
Other Branch/Dept	1	
Other Library (Outside BPL)		
Other Organization	1	
Total	152	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	143	100
Referred to other branch/department		
Referred elsewhere		
Follow up needed		
Not answered		
Total	143	100

Name of Library: Chinguacousy Branch Department: Information Brampton

PATTERNS OF INFORMATION REQUESTS: FORM III

REFERENCE QUESTIONS

(excluding directional)

Sources Used to Answer	Number	Percent
Card Catalogue (Resource File)	24	67
Reference Collection	12	33
Circulating Collection		
Periodical or Newspaper Index		
Periodical or Newspaper		
Pamphlet File		
Government Publication		
Other Library Source (Specify)		
Other Branch/Dept		
Other Library (Outside BPL)		
Other Organization		
Total	36	100

DISPOSITION OF REFERENCE QUESTIONS	Number	Percent
Answered within this library	8	22
Referred to other branch/department		
Referred elsewhere	27	75
Follow up needed	1	3
Not answered		
Total	36	100

Name of Library: Brampton Public Library & Art Gallery

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9	18	2
10	82	10
11	63	8
12	47	6
1	34	4
2	84	11
3	78	10
4	81	10
5	48	6
6	87	11
7	90	11
8	79	10
Total	791	100

Question Posed	Number	% of Total
In person	579	73
Telephone	150	19
Mail	7	1
Teleprinter	55	7
Total	791	100

Questioner	Number	% of Total
Organization	6	1
Student	194	25
Adult	383	48
Youth (18 & under)	130	16
Other branch/dept.	15	2
Other library	63	8
Total	791	100

Type of Question

Type	Number	% of Total
Directional	175	22
Bibliographical	205	26
Subject	411	52
Total	791	100

APR 10 1979

Name of Library: Four Corners Branch

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	6	4
11	8	6
12	8	6
1	7	5
2	14	10
3	15	11
4	12	9
5	10	7
6	22	16
7	19	14
8	19	14
Total	140	100

Question Posed	Number	% of Total
In person	120	86
Telephone	20	14
Mail		
Teleprinter		
Total	140	100

Questioner	Number	% of Total
Organization		
Student	40	28
Adult	60	43
Youth (18 & under)	36	26
Other branch/dept.	4	3
Other library		
Total	140	100

Type of Question

Type	Number	% of Total
Directional	14	10
Bibliographical	35	25
Subject	91	65
Total	140	100

APR 10 1979

Name of Library: Four Corners Branch

Department: Reference & Circ. - First Floor

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	5	5
11	6	6
12	8	8
1	5	5
2	13	14
3	12	13
4	5	5
5	4	4
6	12	13
7	13	14
8	13	14
Total	96	100

Question Posed	Number	% of Total
In person	79	82
Telephone	17	18
Mail		
Teleprinter		
Total	96	100

Questioner	Number	% of Total
Organization		
Student	36	38
Adult	48	51
Youth (18 & under)	8	7
Other branch/dept.	4	4
Other library		
Total	96	100

Type of Question

Type	Number	% of Total
Directional	7	7
Bibliographical	29	30
Subject	60	63
Total	96	100

APR 10 1979

Name of Library: Four Corners Branch

Department: Reference & Circ. - Second Floor

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	1	2
11	2	5
12		
1	2	5
2	1	2
3	3	7
4	7	16
5	6	14
6	10	23
7	6	14
8	6	14
Total	44	100

Question Posed	Number	% of Total
In person	41	93
Telephone	3	7
Mail		
Teleprinter		
Total	44	100

Questioner	Number	% of Total
Organization		
Student	4	9
Adult	12	27
Youth (18 & under)	28	64
Other branch/dept.		
Other library		
Total	44	100

Type of Question

Type	Number	% of Total
Directional	7	16
Bibliographical	6	14
Subject	31	70
Total	44	100

APR 10 1979

Name of Library: Chinguacousy Branch

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9	18	3
10	76	12
11	55	8
12	39	6
1	27	4
2	70	11
3	63	10
4	69	11
5	38	6
6	65	10
7	71	11
8	60	9
Total	651	100

Question Posed	Number	% of Total
In person	459	71
Telephone	130	20
Mail	7	1
Teleprinter	55	8
Total	651	100

Questioner	Number	% of Total
Organization	6	1
Student	154	24
Adult	323	50
Youth (18 & under)	94	14
Other branch/dept.	11	2
Other library	63	10
Total	651	100

Type of Question

Type	Number	% of Total
Directional	161	25
Bibliographical	170	26
Subject	320	49
Total	651	100

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Name of Library: Chinguacousy Branch Department: Information Centre

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	7	12
11	6	11
12	6	11
1	2	4
2	4	7
3	4	7
4	10	18
5	3	5
6	6	11
7	4	7
8	5	9
Total	57	100

Question Posed	Number	% of Total
In person	50	88
Telephone	7	12
Mail		
Teleprinter		
Total	57	100

Questioner	Number	% of Total
Organization		
Student	18	32
Adult	35	61
Youth (18 & under)	4	7
Other branch/dept.		
Other library		
Total	57	100

Type of Question

Type	Number	% of Total
Directional	31	54
Bibliographical	21	37
Subject	5	9
Total	57	100

APR 10 1969

Name of Library: Chinguacousy Branch

Department: Interloan

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9	4	8
10	6	12
11		
12		
1		
2	22	43
3	5	10
4	14	27
5		
6		
7		
8		
Total	51	100

Question Posed	Number	% of Total
In person	1	2
Telephone	3	6
Mail	7	14
Teleprinter	40	78
Total	51	100

Questioner	Number	% of Total
Organization		
Student		
Adult	3	6
Youth (18 & under)	1	2
Other branch/dept.		
Other library	47	92
Total	51	100

Type of Question

Type	Number	% of Total
Directional	4	8
Bibliographical	46	90
Subject	1	2
Total	51	100

Name of Library: Chinguacousy Branch

Department: Listening Centre

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	2	8
11	4	15
12	1	4
1	1	4
2	5	19
3	2	8
4	2	8
5	4	15
6	3	12
7		
8	2	8
Total	26	100

Question Posed	Number	% of Total
In person	22	85
Telephone	4	15
Mail		
Teleprinter		
Total	26	100

Questioner	Number	% of Total
Organization		
Student		
Adult	19	73
Youth (18 & under)	7	27
Other branch/dept.		
Other library		
Total	26	100

Type of Question

Type	Number	% of Total
Directional	17	66
Bibliographical	5	19
Subject	4	15
Total	26	100

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Name of Library: Chinguacousy Branch

Department: Cultural Services

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	16	11
11	5	3
12	9	6
1	7	5
2	6	4
3	3	2
4	10	7
5	17	11
6	27	18
7	31	21
8	17	11
Total	148	100

Question Posed	Number	% of Total
In person	130	88
Telephone	18	12
Mail		
Teleprinter		
Total	148	100

Questioner	Number	% of Total
Organization	1	1
Student	60	41
Adult	60	41
Youth (18 & under)	21	14
Other branch/dept.	6	4
Other library		
Total	148	100

Type of Question

Type	Number	% of Total
Directional	30	21
Bibliographical	14	9
Subject	104	70
Total	148	100

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Name of Library: Chinguacousy Branch

Department: Information Services

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9	3	2
10	14	8
11	17	10
12	7	4
1	7	4
2	10	6
3	15	9
4	18	10
5	10	6
6	21	12
7	27	16
8	25	4
Total	174	100

Question Posed	Number	% of Total
In person	150	86
Telephone	20	12
Mail		
Teleprinter	4	2
Total	174	100

Questioner	Number	% of Total
Organization	2	1
Student	54	31
Adult	88	51
Youth (18 & under)	21	12
Other branch/dept.	5	3
Other library	4	2
Total	174	100

Type of Question

Type	Number	% of Total
Directional	48	28
Bibliographical	42	24
Subject	84	48
Total	174	100

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Name of Library: Chinguacousy Branch

Department: Audio Visual Services

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9	11	7
10	19	12
11	14	9
12	11	7
1	8	6
2	18	11
3	34	21
4	12	8
5	4	3
6	8	5
7	9	6
8	11	7
Total	159	100

Question Posed	Number	% of Total
In person	106	67
Telephone	42	26
Mail		
Teleprinter	11	7
Total	159	100

Questioner	Number	% of Total
Organization	2	1
Student	21	13
Adult	87	55
Youth (18 & under)	37	23
Other branch/dept		
Other library	12	8
Total	159	100

Type of Question

Type	Number	% of Total
Directional	31	20
Bibliographical	42	26
Subject	86	54
Total	159	100

Name of Library: Chinguacousy Branch

Department: Information Brampton

PATTERNS OF INFORMATION REQUESTS: FORM II

Hour	Number of Questions	% of Total
9		
10	12	33
11	9	25
12	5	14
1	2	6
2	5	14
3		
4	3	8
5		
6		
7		
8		
Total	36	100

Question Posed	Number	% of Total
In person		
Telephone	36	100
Mail		
Teleprinter		
Total	36	100

Questioner	Number	% of Total
Organization	1	3
Student	1	3
Adult	31	86
Youth (18 & under)	3	8
Other branch/dept.		
Other library		
Total	36	100

Type of Question

Type	Number	% of Total
Directional		
Bibliographical		
Subject	36	100
Total	36	100

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Name of Library: Brampton Public Library & Art Gallery

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10	9	2	3	6	2	11	6	3
11	13		2	10	1	13	7	6
12	5		3	1	1	5	3	3
1	18		4	5	9	18	9	6
2	15		6	5	4	15	8	5
3	5		3	3	1	7	4	2
4	7	6	2	8	1	11	6	7
5	5	10	1	7	7	15	8	6
6	15	16	4	11	16	31	16	7
7	19	20	6	19	14	39	20	8
8	9	18	2	9	16	27	14	9
TOTAL	120	72	36	84	72	192	100	62

APR 10 1979

Name of Library: Four Corners Branch

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL		
						Number	Percent	
10	2	1	1	2		3	4	
11	9		1	8		9	10	2
12	2		1	1		2	2	1
1	9		2	2	5	9	10	2
2	5		1	1	3	5	6	3
3	1		2	1		3	4	1
4	2	4		4		4	5	2
5	1	6		4	3	7	8	3
6	4	9	2	8	3	13	15	6
7	6	14	2	15	3	20	23	6
8	3	8		3	8	11	13	4
TOTAL	44	42	12	49	25	86	100	30

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Name of Library: Four Corners Branch Department: First Floor

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL		
						Number	Percent	
10	2	1	1	2		3	6	
11	9		1	8		9	17	2
12	2		1	1		2	4	1
1	9		2	2	5	9	17	2
2	5		1	1	3	5	9	3
3	1			1		1	2	1
4	2	1	1	2		3	6	
5	1	5		3	3	6	11	2
6	3	2	1	4		5	9	4
7	3	4		6	1	7	13	2
8	2	2		1	3	4	7	2
TOTAL	39	15	8	31	15	54	100	19

APR 10 1979

Name of Library: Four Corners Branch Department: Second Floor

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL		
						Number	Percent	
10								
11								
12								
1								
2								
3								
4		3	1	2		3	9	2
5		1		1		1	3	1
6	1	7	1	4	3	8	25	2
7	3	10	2	9	2	13	41	4
8	1	6		2	5	7	22	2
TOTAL	5	27	4	18	10	32	100	11

APR 10 1979

Name of Library: Chinguacousy Branch

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10	7	1	2	4	2	8	8	3
11	4		1	2	1	4	4	4
12	3		2		1	3	3	2
1	9		2	3	4	9	8	4
2	10		5	4	1	10	9	2
3	4		1	2	1	4	4	1
4	5	2	2	4	1	7	7	5
5	4	4	1	3	4	8	8	3
6	11	7	2	3	13	18	17	1
7	13	6	4	4	11	19	18	2
8	6	10	2	6	8	16	15	5
TOTAL	76	30	24	35	47	106	100	32

APR 10 1979

Name of Library: Chinguacousy Branch Department: Cultural Services

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10								
11								
12								
1								
2	2		2			2	11	
3								
4								
5								
6		3	1	1	1	3	17	1
7	1	2		2	1	3	17	1
8	4	6		5	5	10	54	3
TOTAL	7	11	3	8	7	18	100	5

APR 10 1979

Name of Library: Chinguacousy Branch Department: Circulation

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10	7	1	2	4	2	8	10	3
11	4		1	2	1	4	5	4
12	3		2		1	3	4	2
1	8		2	2	4	8	10	3
2	7		2	4	1	7	8	1
3	3		1	1	1	3	4	
4	5	2	2	4	1	7	8	5
5	4	4	1	3	4	8	10	3
6	11	4	1	2	12	15	18	
7	12	3	4	2	9	15	18	1
8	2	4	2	1	3	6	7	2
TOTAL	66	18	20	25	39	84	100	24

APR 10 1979

Name of Library: Chinguacousy Branch Department: Collections - Processing

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10								
11								
12								
1	1			1		1	33	1
2	1		1			1	33	1
3	1			1		1	33	1
4								
5								
6								
7								
8								
TOTAL	3		1	2		3	100	3

APR 10 1979

Name of Library: Chinguacousy Branch Department: Information Services

CONTACT FORM II

Typical Questions

1. Location of facilities in library
2. Location of materials in library
3. Other (specify e.g. loan period, library hours, fines)

HOUR	QUESTIONNER		INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-3 OR SPECIFY)					REFERRED
	ADULT	YOUTH 18 & under	1	2	3	TOTAL Number	TOTAL Percent	
10								
11								
12								
1								
2								
3								
4								
5								
6								
7		1			1	1	100	
8								
TOTAL		1				1	100	

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

SWITCHBOARD INFORMATION REQUESTS: SUMMARY

Type of Question	Four Corners		Chinguacousy		Total	
	No.	%	No.	%	No.	%
1. Library hours	16	38	10	22	26	30
2. Facilities in the library	2	5	3	7	5	6
3. Location of the library	2	5	2	4	4	5
4. Overdues	12	29	1	2	13	15
5. Job applications				—		
6. Children's activities	4	10	5	11	9	10
7. Information, e.g. about the collection	6	14	21	46	27	31
8. Non-library information			3	7	3	3
9. Day Care facilities			1	2	1	1
TOTAL	42	100	46	100	88	100

ALL SWITCHBOARD CALLS

Time of Day	Four Corners		Chinguacousy		Total	
	No	%	No.	%	No.	%
8:30 - 1:00			104	47		
1:00 - 5:00			71	32		
5:00 - 9:00			47	21		
TOTAL	157	100	222	100	379	100

APR 10 1979

Name of Library: Brampton Public Library & Art Gallery

SWITCHBOARD INFORMATION REQUESTS FORM II

Typical Questions

1. Library hours (i.e. opening, closing, Sunday, Monday)
2. Facilities in the library (i.e. photocopier)
3. Location of the library (i.e. directions)
4. Overdues
5. Job applications
6. Children's activities in the library
7. Information (i.e. in response to our Information Brampton advertising)
8. Non-library information (i.e. bus schedules, Post Office hours)
9. Day care facilities

Note: Do not record regular calls that request an individual or department on this form.

HOUR	INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-9 OR SPECIFY)										TOTAL		Referred
	1	2	3	4	5	6	7	8	9	Other	Number	Percent	
8	1					1	1				3	3	
9	2			1			4				7	8	2
10	1					3	5	1	1		11	13	10
11		2		1		1	8				12	14	9
12				2		1	1	1			5	6	4
1		1					1				2	2	2
2	2		1			1	3				7	8	4
3	2		1								3	3	
4	10		1	7		1					19	22	5
5	2						3				5	6	
6	5	2	1	1			1				10	11	1
7						1		1			2	2	1
8	1			1							2	2	
TOTAL	26	5	4	13		9	27	3	1		88	100	38

APR 10 1979

Name of Library: Chinguacousy Branch

SWITCHBOARD INFORMATION REQUESTS FORM II

Typical Questions

1. Library hours (i.e. opening, closing, Sunday, Monday)
2. Facilities in the library (i.e. photocopier)
3. Location of the library (i.e. directions)
4. Overdues
5. Job applications
6. Children's activities in the library
7. Information (i.e. in response to our Information Brampton advertising)
8. Non-library information (i.e. bus schedules, Post Office hours)
9. Day care facilities

Note: Do not record regular calls that request an individual or department on this form.

HOUR	INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-9 OR SPECIFY)										TOTAL		Referred
	1	2	3	4	5	6	7	8	9	Other	Number	Percent	
8	1					1	1				3	7	
9	1						2				3	7	
10	1					1	5	1	1		9	20	8
11		1				1	7				9	20	8
12						1	1	1			3	7	3
1		1					1				2	4	2
2	1						1				2	4	1
3	1		1								2	4	
4	2										2	4	
5	1						3				4	9	
6	2	1	1	1							5	11	
7						1		1			2	4	1
8													
TOTAL	10	3	2	1		5	21	3	1		46	100	23

APR 10 1979

Name of Library: Four Corners Branch

SWITCHBOARD INFORMATION REQUESTS FORM II

Typical Questions

1. Library hours (i.e. opening, closing, Sunday, Monday)
2. Facilities in the library (i.e. photocopier)
3. Location of the library (i.e. directions)
4. Overdues
5. Job applications
6. Children's activities in the library
7. Information (i.e. in response to our Information Brampton advertising)
8. Non-library information (i.e. bus schedules, Post Office hours)
9. Day care facilities

Note: Do not record regular calls that request an individual or department on this form.

HOUR	INFORMATION REQUESTED (DESIGNATE BY NUMBER 1-9 OR SPECIFY)										TOTAL		Referred
	1	2	3	4	5	6	7	8	9	Other	Number	Percent	
8													
9	1			1			2				4	10	2
10						2					2	5	2
11		1		1			1				3	7	1
12				2							2	5	1
1													
2	1		1			1	2				5	12	3
3	1										1	2	
4	8		1	7		1					17	40	5
5	1										1	2	
6	3	1					1				5	12	1
7													
8	1			1							2	5	
TOTAL	16	2	2	12		4	6				42	100	15

COMPUTER REPORTS

BRAMPTON PUBLIC LIBRARY SYSTEM - USER STUDY

TUESDAY APRIL 10, 1979

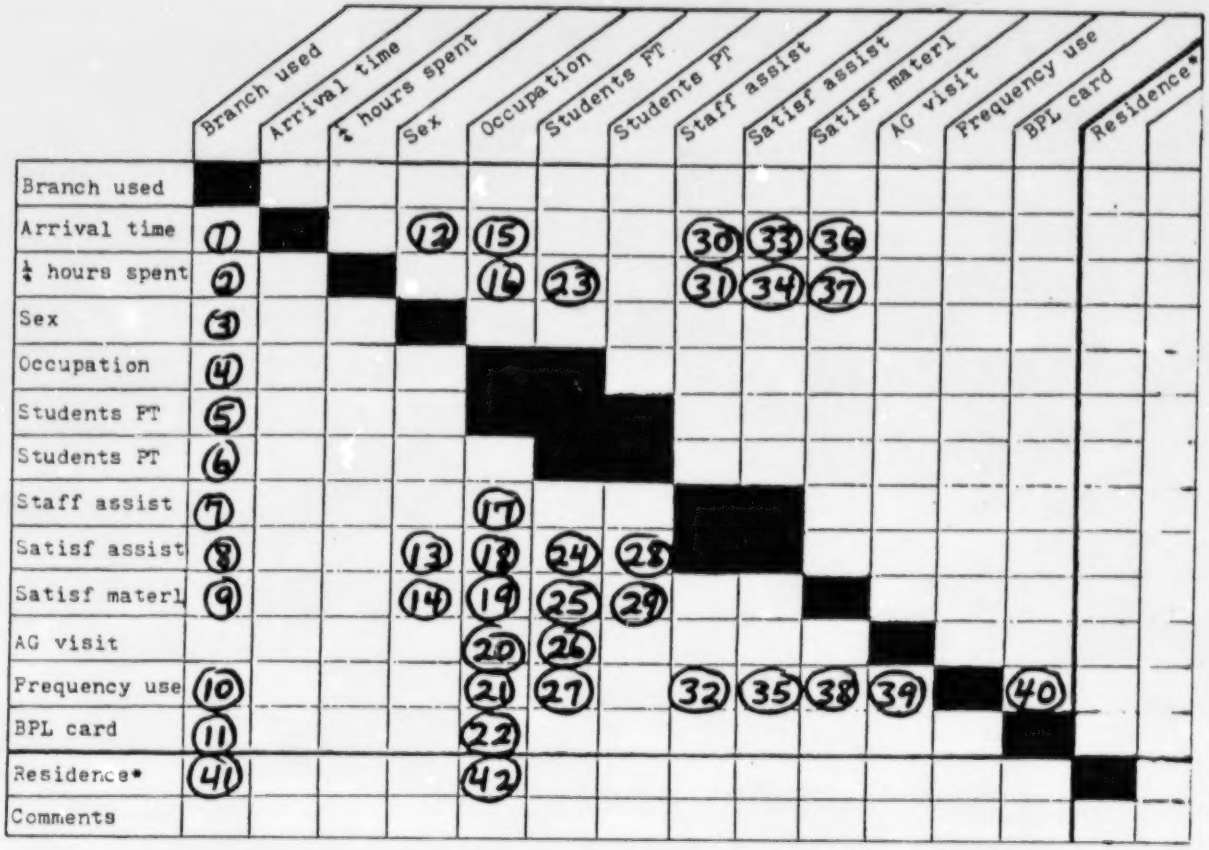
Report no.

1. Branch used, by arrival time
2. by time spent in library
3. by male and female users
4. by occupational status
5. by full time students
6. by part time students
7. by staff assistance requested
8. by satisfaction with staff assistance
9. by satisfaction with library material
10. by frequency of use
11. by library membership
12. Male and female users, by arrival time
13. by satisfaction with staff assistance
14. by satisfaction with library material
15. Occupational status, by arrival time
16. by time spent in library
17. by staff assistance requested
18. by satisfaction with staff assistance
19. by satisfaction with library material
20. by Art Gallery visit
21. by frequency of use
22. by library membership
23. Full time students, by time spent in library
24. by satisfaction with staff assistance
25. by satisfaction with library material
26. by Art Gallery visit
27. by frequency of use
28. Part time students, by satisfaction with staff assistance
29. by satisfaction with library material

APR 10 1979

30. Staff assistance requested, by arrival time
31. by time spent in library
32. by frequency of use
33. Satisfaction with staff assistance, by arrival time
34. by time spent in library
35. by frequency of use
36. Satisfaction with library material, by arrival time
37. by time spent in library
38. by frequency of use .
39. Art Gallery visit, by frequency of library use
40. Library membership status, by frequency of use
41. Branch used, by user residence
42. Occupational status, by user residence

MATRIX OF USER CHARACTERISTICS - APRIL 10, 1979



* only 1 cross tabulation per set of (up to) 21 computer reports